

PRESENTER BIOGRAPHICAL SKETCHES
HIT Policy Committee – Enrollment Workgroup
Hearing on Enrollment Issues
November 10, 2010

Panel Discussion – Core Data Elements

Tim Orient & Garland Kemper, Unisys

Garland Kemper is a highly qualified senior manager offering over 20 years of direct experience assisting health and human services agencies and providers in the implementation and operations of mission-critical technologies. Ms Kemper began her career with the public assistance agency (the Department of Transitional Assistance - DTA) in Massachusetts. Serving for six years managing shelter programs for homeless families in the Commonwealth, Ms Kemper assisted in the design of the state's new public assistance eligibility system, BEACON, focusing on the Emergency Assistance program for homeless families but eventually transitioning to serve for three years as the BEACON data architect. Since leaving state service, Garland has assisted state, county and local health and human services in every aspect of systems integration, implementation and support. She has a deep knowledge of the current systems, policy and data for the full range of health and human services, including public assistance, child welfare, healthcare, public health, mental health, and education (K-12).

- Domain Expertise - Public Assistance Eligibility, Case Management, Payment, Child Welfare, Health Information Technology, Medicaid, and Federal Revenue Maximization
- Project and Program Management - Certified PMP, Project Manager, Requirements Definition, and Group Facilitation
- Management Consulting Services – System Implementation, Application Design, Data Conversion, Procurement Assistance, Quality Assurance, and Testing

Timothy Orient – PMP. Mr. Orient is a Senior Manager at Unisys Corporation and has over 22 years of experience in the implementation of large scale Health and Human Services (HHS) solutions. His current position at Unisys is HHS Solutions Manager. In this role, Mr. Orient is responsible for reviewing Unisys HHS offerings and working with clients to determine what solutions will meet their needs. His HHS domain experience includes:

- Child Welfare
- Child Support Enforcement

- **Temporary Assistance for Needy Families (TANF)**
- Supplemental Nutritional Assistance Program (SNAP),
- Medicaid Eligibility

He has participated in all phases of the project life cycle from opportunity identification, capture process, project management, application design and development, training, conversion, implementation, quality assurance, process re-engineering, post project support, closeout and oversight. He holds college degrees from Pennsylvania State and Robert Morris universities as well as PMP certification.

Panel Discussion – Verification Interfaces

Arvinder Singh, CNSI

David McCurley, Accenture

Arvinder Singh has more than 11 years of experience architecting Java and services-based applications, including several large-scale government healthcare information systems. He is the chief architect of the eCAMS platform, a leading industry solution for the Medicaid program. As senior vice president of CNSI's Health and Human Services division, he is responsible for the application of new tools and technologies to deliver value-added features to states based on the company's eCAMS® solution line. Mr. Singh actively participates in health IT special interest groups (SIGs). A member of the MITA Technical Committee, he is leading a subcommittee on Business Process and Work flow standards. In 2006, Federal Computer Week magazine named Mr. Singh a "Rising Star" for his efforts in pioneering the industry's first J2EE compliant, web-centric Medicaid Management Information System (MMIS).

David McCurley, Global Managing Director, Human Services/Health & Public Service, Accenture. Dave McCurley is global managing director for Accenture's Health & Public Service human services industry group. He has been with the firm for 24 years, including 21 years serving government clients at the national, state and local level.

Dave has focused predominately on human services. He has led Accenture's Public Service practice in Texas, Wyoming, Missouri, and Kansas, and served as the outsourcing sales lead for U.S. state and local government. He has been involved in the business development of some of Accenture's largest state government opportunities, including the California C-IV and child support projects, work for Florida's Department of Business and Professional Regulation, and the Texas Medicaid and Integrated Eligibility projects. He has also been involved in project delivery, leading the Texas

Medicaid and Texas Integrated Eligibility project teams. In 2010 Consulting Magazine named Dave one of the Top 25 Consultants for his “Excellence in Client Service.”

A native of Oklahoma, Dave and his wife Julia live in Austin along with children Miranda, Trevor and Paige. His son David is a police officer in Jefferson City, Missouri, and daughters Stephanie and Jennifer are in college at the Universities of Oklahoma and Texas at San Antonio, respectively.

Panel Discussion – Transmission of Information

John Petraborg & Steve Middlekauff, HP

Arvinder Singh, CNSI

John Petraborg, HP Welfare and Benefits Expert. Client Industry Executive, Health & Human Services, Enterprise Services, Hewlett-Packard Company. John Petraborg brings more than 30 years of senior leadership experience in the public and private sectors. Mr. Petraborg is HP’s Client Industry Executive responsible for the development of human services solutions for HP’s government customers around the globe. Through his leadership of business transformation engagements with many government agencies in the US and abroad, he has focused on the use of innovation, application of best practice and deployment of technology to restructure government services.

In addition to many roles in government, Mr. Petraborg served as Acting Commissioner of the Minnesota Department of Human Services, the state’s largest agency. Mr. Petraborg pioneered innovative policies for health care, welfare reform, children’s services, and child support. He led the successful business re-design and system development for several Minnesota programs.

Mr. Petraborg received the Distinguished Alumnus Award from the University of Minnesota, School of Social Work, the Public Service Award from the U.S. Department of Health and Human Services, and the Children’s Champion Award from Children’s Defense Fund. He served as national President of the Quality Control Directors Association. He currently serves as Vice Chairman of the Human Services IT Advisory Group of Tech America (formerly ITAA).

Steve Middlekauff, Account Executive, State and Local Health & Human Services Enterprise Services, Hewlett-Packard Company. Steve Middlekauff is an account executive for the CalWIN account in the HP Enterprise Services State and Local Health & Human Services Group. In this role, he has responsibility for supporting a consortium of 18 counties in California in the administration of eligibility for county, state, and federal Health and Social Services programs. The eligibility solution known

as CalWIN, handles 43% of California's case load and is one of the largest eligibility solution in the U.S.

Middlekauff has 26 years of information technology (IT) experience in the design and deployment of large-scale complex projects across multiple industries in both Government and the private sector. He has extensive experience as an executive responsible for managing the ongoing IT operations for outsourced services such as: Application Development & Maintenance, Program Management, IT Infrastructure, Help Desk and Data Center Operations. A significant portion of his career was spent in support of customers in both public and commercial health.

Panel Discussion – Business Rules

Jim Tyrrell, RedHat/Drools

John Petraborg & Steve Middlekauff, HP

Jim Tyrrell, Senior JBoss Solutions Architect working for JBoss by Red Hat. During his time with Red Hat he has worked with countless education, federal, state, and local agencies/departments to develop, implement, and deploy open source solutions into the public sector. These organizations have realized bottom line savings, quicker time to delivery, and increased performance with these open solutions. Jim enjoys evangelizing the benefits of open source software at various conferences, meetings, and customer engagements, and always is looking forward to that next speaking engagement. When not traveling around Jim enjoys the mountains of above Boulder Colorado hiking, mountain biking, or snowboarding.

Panel Discussion – Privacy and Security

David McCurley, Accenture

PM Session – Panel Discussion on Implementation of Section 1561

Recommendations – State Perspectives

Andrew Allison, KHPA, Kansas

Toby Douglas, DHCS, California

Linda Skinner, DMS Assistant Director, Arizona

Ivan Handler, CIO, Department of Healthcare and Family Services, Illinois

Andy Allison, PhD, is the Executive Director of the Kansas Health Policy Authority. KHPA is an independent, non-political agency that operates the Medicaid, CHIP and state employee health plans. KHPA is also tasked with developing a coordinated and prevention-oriented statewide health policy agenda, and runs the state's growing health care and health insurance databases. Andy has been with KHPA since its inception in

2005 and served as the state's Medicaid Director from 2006 to 2009. Prior to joining the KHPA, he spent six years at the Kansas Health Institute as a researcher, focusing on health care and health insurance policy in Kansas. His work there included an evaluation of Kansas' CHIP program and a series of projects examining enrollment and retention in Medicaid and CHIP. He worked as a Medicaid budget analyst at the Office of Management and Budget in Washington, D.C., from 1992-95, providing staff analysis for Federal health care reform legislation and reviewing comprehensive statewide health care reform waiver applications. He has a bachelor's degree in history from Ouachita Baptist University, a master's degree in Public Policy from Duke University, and a doctorate in economics from Vanderbilt University.

Toby Douglas, Chief Deputy Director, Health Care Programs. Toby has served as a senior manager for the Medi-Cal program since 2005 and is the state Medicaid Director since January, 2009. As the Administrator of health care programs, he manages a budget of over \$40 billion, and a workforce of approximately 1,700 employees. He is responsible for setting Medi-Cal policy, operation of the Medi-Cal payment systems, operation of the Medi-Cal field offices, and oversight of the Medi-Cal Managed Care program. Toby is also responsible for the Children's Medical Services and Primary and Rural Health programs. Toby plays a major role in formulating the health care program's benefits and eligibility policies, and is responsible for overall coordination and direction of the healthcare delivery systems for over 7.5 million beneficiaries, almost half of which are children.

Before joining the State, Toby was the Deputy Director of the San Mateo County Health Department, where he was responsible for the activities related to health access, policy and planning. Previously, Toby was a research associate at the Urban Institute, a non-partisan, social policy research organization in Washington, DC and an AmeriCorp VISTA Volunteer.

Toby graduated from the University of California, Berkeley. He also earned a Master in Public Health and a Master in Public Policy from the University of California, Berkeley.

Linda Skinner is the Assistant Director for the AHCCCS Division of Member Services. Linda has been with AHCCCS since 1987 and has worked with public assistance programs such as Medicaid, CHIP, SNAP, TANF, General Assistance and others in Arizona since 1983. In her role at AHCCCS she has the responsibility for managing the eligibility determination process that is conducted by her division and the Arizona Department of Economic Security (human services), and has worked to make the process more seamless across programs. A key construct of that is developing a robust

interface that manages data across the two agencies so that application, eligibility and enrollment data can move seamlessly across the agencies.

Linda is also a strong proponent of empowering the consumer and their communities to manage the consumer's benefits access and ongoing enrollment, wherever possible. A simple construct for that was the development of an online look up of eligibility and enrollment information that has helped save hundreds of hours of staff time in answering these questions for consumers. Another key implementation in her vision of empowering the consumer and the community to manage benefits is her leadership and oversight in implementing Health-e-Arizona as a web based application first for the community and more recently for the public. Through Health-e-Arizona Arizona residents can be screened and apply for Medicaid, CHIP, Medicare Savings Programs, Nutritional Assistance and TANF. Over the last 18 months nearly 400,000 applications have been submitted by the public. Almost 8% of users regularly turn in surveys following use of the system. Over 92% of Health-e-Arizona users would use the system again and thousands have written to express their delight with the system over going to an eligibility office.

Linda's Medicaid and CHIP employee count has been reduced over 43% in the last three years through attrition and reductions in force. Linda has led the State in creative, but aggressive streamlining, implementation of new technology for eligibility determinations, offering consumers web based options for conducting business and elimination of all paper in the eligibility process. Over 52% of her division works from home fulltime, eliminating the need for 10 facilities (including all of the large facilities), elimination of countless copiers, printers and fax machines, and reducing turnover from 25% to 11%. As a result of these innovative and creative operational approaches, her operations have been able to handle increased volumes, maintain quality standards and support consumers despite the 43% reduction in force.

Linda has been a member of the CMS Eligibility TAG team since 2006. She is a strong promoter of process improvement, using technology to its best advantage and developing strong, lean employee operations focused on the critical functions of the work.

Linda is a graduate of the University of Arizona.