Division of Health Plan Contracting and Oversight Organization and Responsibilities

Vallencia Lloyd, Director

VACANT, Deputy Director

Karen Malone, Secretary 2 Debra Bennett, Secretary 1 VACANT, Admin. Aide

Bureau of Consumer Services

Gary Rinaldi, Director HPA 4
Hope Goldhaber
Asst. Director HPA 3

VACANT KBS 2 Kayla Keller Temp. AccuStaff

- Manage Complaint Hotline (Medicaid, Child Health Plus and Commercial)
- Investigate/Resolve Managed Care Complaints and Coverage Disputes (Medicaid, Child Health Plus and Commercial)
- Evaluate Fair HearingDecisions
- Review/Evaluate Adverse Determination Notices
- Develop Applicable Policies
- Conduct Research (trends and analysis) of Enrollee/Provider Complaints
- Provide education and training to Managed Care Plans and Health Care Providers on consumer issues and complaints
- Liaison with Regional office for complaints

Bureau of Managed Care Certification & Surveillance

Susan Bentley Health Program Director 1

David Morgan, Secretary 1 Constance Jones, Temp. Secretary

- Certification of MCOs/ WC PPOs
- Regulation of MCOs
- Managing Transactions
 (expansions, mergers,
 acquisitions, withdrawals, etc.)
- Network Oversight
- Surveillance of MCOs/ WC PPOs
- Program Integrity; interface with OMIG and CMS
- Respond to Federal Audits
- Utilization Review Agents Registration
- Develop Applicable Policies and Procedures
- Liaison with Regional Office for Surveillance
- Review Provider and Management Contracts
- Assist with MRT Initiatives
 (population and benefit changes)
- Interface with IPRO

Bureau of Program Implementation & Enrollment

Patricia Sheppard Director MAS 4

Michael Margiasso, Secretary 1

- Manage and Monitor Enrollment/ Auto Enrollment
- Review and Approve Consumer Materials
- Managed Care Contract Processing
- System Development and Operations
- Develop Medicaid Managed Care Model Contract
- Liaison with Managed Care Local District Offices/other agencies
- Systems Integration and Development for Managed Care
- Exchange Liaison
- Medicaid Managed Care Policy Development
- Interface with CMS on Medicaid Managed Care Policy
- Coordinate OSC Audits
- Maximus Enrollment Broker
- Manage Implementation of MRT initiatives (population and benefit transitions)

Bureau of Managed Care Fiscal Oversight

Anesa Brkanovic Director, HCFPM 2, M-4

Laura Sekellick, Secretary 1

- Regulate Fiscal Requirement of MCOs
- Monitor Cost Reports
- Review Fiscal Aspects of Transactions
- PNDS System Intake and Compliance
- MEDs Intake and Compliance
- PCMH Reconciliation
- Review Fiscal Aspects of Provider and Management Contracts
- Assist with the Implementation of MRT initiatives (population and benefit transitions