

I-7A.3.1 Curriculum Vitae for  
Executive Management Staff

**René Lerer, M.D.**  
**President and Chief Executive Officer**

**EXPERIENCE**

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**President and Chief Executive Officer, Magellan Health Services, Inc. 2008 - Present**

- Responsible for strategic direction, business development, mergers and acquisitions, all operations and corporate functions for \$2.5 billion specialty health care management organization serving health plans, employers and government agencies. Serves on company's Board of Directors.

**President and Chief Operating Officer 2003 - 2008**

- Responsible for the company's behavioral health, radiology and specialty pharmaceuticals business units; all operations, including care management centers; customer relations; clinical/medical; information technology; and communications. Served as director.

**Founder and President, Internet Healthcare Group, LLC 1999 - 2003**

- Founded company with partner. Raised approximately \$150 million in capital to seed organization that began as a holding company, but evolved into classic venture capital organization. Managed the identification of potential partner companies through term sheet, investment documents, and operational support. Negotiated merger and acquisition activity for many of the partner companies.

**Chief Operating Officer, Prudential Healthcare 1997 - 1999**

- Recruited to Prudential HealthCare to turn around the business and sell its HealthCare unit. Responsible for all field operations and specialty products, including pharmacy, mental health, workers' compensation, long-term care, Medicare, and Medicaid products. Also held responsibility for all medical management activities within Prudential HealthCare.

**Senior Vice President, Value Health, Inc.,  
Operations Pharmacy and Disease Management Group 1995 - 1997**

- Responsible for corporate management of subsidiaries within the organization's pharmacy and disease management group, including Value Health Sciences and ValueRx. During four-month period, served as chief financial officer of ValueRx. Managed the budgeting process, installation of a new general ledger system, and all financial aspects of the business. Represented ValueRx financials to Columbia/HCA during acquisition discussions.

- Founding Partner and Member, Value Health Management** **1994 - 1995**
- Member of senior management team responsible for review and oversight of all clinical aspects of VHM products. Directly responsible for large client engagements, including Alabama Health Care Council and BellSouth. Also participated in the management of other key customers.
- Senior Vice President, Corporate Development, Value Health Sciences** **1992 - 1994**
- Managed all aspects of sales, marketing, and pricing for Value Health Sciences (VHS) and the various product lines. Served as primary liaison with all VHS' larger managed care customers, and provided market input and direction for all new product development at VHS.
- The Travelers Companies** **1986 - 1992**
- Vice President, Managed Care Products Division**
- Chief Medical Officer, MCEBO**
- President, Travelers Health Network**
- Vice President, Employee Benefits Division, Travelers Health Network** **1990 - 1992**
- First physician to join the staff full time at the Travelers managed care organization. Responsible for all managed care operations and supervision of all field operational staff, home office product managers, medical management, and medical claims management. Also responsible for development of Travelers' managed care strategy, including strategic planning and product design for all managed care products, and management of the Travelers Health Network and managed care areas.
- Corporate Medical Director, MCEBO** **1989 - 1992**
- Responsible for all network-based medical management.
- Second Vice President, National Medical Director, Travelers PPO Program** **1989 - 1990**
- Responsible for medical management claim operations for health products throughout the health business. Established protocols for all medical claim review. Developed all medical management programs for the Travelers Preferred PPO.
- Full-Time Medical Director, Patient Advocate** **1987 - 1988**
- Medical Director, Patient Advocate Utilization Review Program** **1986 - 1988**
- Served in a part-time position managing the growth of Travelers' patient advocate program to approximately 4 million lives.
- Consultant, Connecticut Peer Review Organization** **1984 - 1986**
- Responsible for inpatient Medicare review; participated in a pilot project for Medicare on telephonic pre-certification.
- Private Practice in Internal Medicine** **1983 - 1987**

## **LICENSURE(S) AND CERTIFICATION(S)**

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State of Connecticut

### **Board Certification**

American Board of Internal Medicine, Member

National Board of Medical Examiners, Diplomate

## **PROFESSIONAL EDUCATION**

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### **St. Francis Hospital**

Residency in Internal Medicine, 1981 - 1983

### **St. Francis Hospital**

Internship in Internal Medicine, 1980 - 1981

### **State University of New York, School of Medicine**

Doctor of Medicine, 1980

### **Oberlin College**

Bachelor's Degree, 1976

# Danna L. Mezin

## Chief of Service Operations

### EXPERIENCE

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**Chief of Service Operations, Magellan Health Services, Inc.** 2002 - Present

- Responsible for leading Magellan's operations team of 3,800 employees and guiding the company's operational strategic direction.
- Provide direction and management of all Magellan services on behalf of consumers and providers through our 15 care management centers, claims units and network services.
- Ensure all service commitments to our customers are met and executed upon on the most effective manner.

**President, CEO/Founder, E-Advocate Inc.** 2000 - 2002

- An early stage customer relationship management outsourcing company specializing in integrated multimedia contact center services uniquely targeted to the health plan, pharmaceutical, ehealth and employee benefit markets.
- Raised \$4m seed funding, built a dynamic senior leadership team and created corporate infrastructure and culture.
- Operationalized the healthcare industry's first outsource contact center with the most advanced technology, processes and facilities.
- Sold and implemented 6 clients including both national and early stage healthcare companies.

**Vice President, Co-Founder, Internet Health Care Group (IHCG)** 1999 - 2000

- A healthcare venture capital company with an investment fund of \$125 million.
- Wrote business plans for several potential partner companies.
- Provide service and process consulting to IHCG partner companies.

**Vice President, Customer Service and Claims, Prudential Health Care** 1989 - 1999

- Responsible for the strategic direction and operational effectiveness of Prudential's Customer Service Call Centers and Claims operations.
- Provided leadership to 4,000+ associates, managed 15 million calls, 36 million claims, and \$315m operating budget.
- Improved service levels 92% through more effective staff utilization, technology, improved goals orientation and a call avoidance strategy.
- Enhanced productivity 10% through replacement of 9 legacy systems with front-end system/ web tools and improved training.
- Completed consolidation of 42 regional service centers into 4 national centers.
- Launched PHC's first consumer web site including customer support infrastructure.

**Senior Vice President, Customer Services, ValueRx, Inc. 1996 - 1998**

- Led the Customer Services Division of 900+ team members, including: 4 Call Centers, 3 Mail Order Pharmacies, Participant Materials, Claims Administration, New Client Implementation, Data Management, Eligibility, and Inventory Management.
- Managed \$45m operating budget, \$400m in drug spend and \$30m in technology capital expenditures.
- Achieved company's highest participant satisfaction rating, improved client satisfaction 25% and retained 95% of executive sponsor accounts.
- Consolidated operations from 7 acquisitions into a single corporate identity reducing operating cost 28.4%.
- Improved Call Center service levels 91% through the creation of a "virtual" operation, process enhancements, improving first point of contact resolution from 50% to 98%, introduced web-based tools, and a service culture.
- Improved mail pharmacy quality 75%, time to distribution 25% and unit cost 37% through the introduction of new dispensing technology and processes.
- Negotiated and brought ratification to 4 union collective bargaining agreements.

**Vice President, Integrated Services, SmithKline Beecham/Diversified Pharmaceutical Services 1994 - 1995**

- Responsible for mail service pharmacy corporate subsidiary, DPD.
- Accountable for P&L and management of \$90m operating budget and 600 employees.
- Responsible for DPS Call Centers.
- Transformed acquired company from a family run business into a profitable, professional, fully integrated, accountable organization.
- Developed sales tools and documentation including videos, requests for proposals, and presentations that resulted in closing 4 key accounts in a 6-month period.

**Director, Client Services Call Center, SmithKline Beecham/Diversified Pharmaceutical Services 1992 - 1994**

- Responsible for operation and strategic direction of customer service call center and claims departments.
- Led call center re-engineering which improved service levels by 143% and productivity by 130%, reduced unit cost 172% and increased calls handled 50%.
- Achieved industry recognition as the number one PBM in service.
- Spearheaded front-end customer service system project including requirements development, financial justification, vendor bidding, training, and implementation.

**Manager, Reservations Marketing, Northwest Airlines 1990 - 1992**

- Responsible for developing procedures, services and automated tools for the Reservations Division of 3,500 employees, serving 40 million customers annually domestically and internationally.

- Represented Reservations on cross- functional teams to develop marketing programs, products, advertisements and policies.

<b>Reservations Manager, Specialty Sales, Northwest Airlines</b>	<b>1987 - 1990</b>
<b>Assistant Reservations Manager – Sales, Northwest Airlines</b>	<b>1985 - 1987</b>
<b>Project Analyst, Northwest Airlines</b>	<b>1984 - 1985</b>
<b>Reservations Sales Agent, Northwest Airlines</b>	<b>1982 - 1984</b>

## **PROFESSIONAL EDUCATION**

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### **Hamline University**

Masters – Education, currently in progress

### **University of California, Davis**

Bachelors– International Relations, 1982

**Anne M. McCabe**  
**Senior Vice President Public Sector Solutions**

**EXPERIENCE**

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**Senior Vice President Public Sector Solutions, Magellan Health Services, Inc.**

**2007 - Present**

- Responsible for profit and loss, sales and account management for the company's activities in the public sector mental health and substance abuse arena, including programs serving Medicaid recipients, uninsured individuals, and families involved in the child welfare system through contracts with state and local governments.

Accountabilities include:

- Profit and loss
- Development and execution of business strategies
- Development of revenue/membership goals and sales plans
- Account growth and retention
- Account management

**Vice President, Sales and Marketing, Care Management Technologies,  
Comprehensive NeuroScience Inc.**

**2005 - 2007**

- Identifying and developing distribution channels for new technology products for commercial and government markets including Medicaid and Medicare sectors, disease management companies and health plans
- Developing and implementing sales/marketing plans
- Management responsibility for business development team

**Vice President, Public Sector Business Development,  
Liberty Healthcare Corporation**

**2003 - 2005**

- Identifying and developing new government business for specialty healthcare company
- Customer presentations and negotiations
- Overseeing and developing bid strategy and responses to request for proposals

**Vice President, Business Development, Medical Information Technologies,  
Comprehensive NeuroScience Inc.**

**2002 - 2003**

- Identifying and analyzing market opportunities for pharmacy management products
- Implementing business plans and new products
- Developing proposals for prospective clients
- Senior account management lead on state projects

**Vice President, Business Development, Public Sector Division,  
Magellan Behavioral Health, Inc.** 1998 - 2002

- Overseeing public sector business development and product lines
- Identifying and analyzing market opportunities
- Developing and implementing business plans
- Leading bid development for request for proposals
- Meeting sales targets
- Direct management responsibility for business development staff

**Vice President, Development, Public Sector Division,  
Merit Behavioral Care Corporation** 1997-1998

- New Medicaid development
- Coordinating marketing/development efforts
- Negotiating purchaser partnership arrangements and developing proposal bid responses
- Responsible for lead on specific state projects

**Director of Managed Care and Governmental Relations, Commissioners Office New  
York State Office of Mental Health** 1996 -1997

**Chief of Staff Operations and Governmental Relations, Commissioners Office** 1993 -1996

**Mental Health Program Specialist, Bureau of Housing & Community Capital** 1982 -1993

## **PROFESSIONAL EDUCATION**

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**State University of New York – Albany**  
Masters of Social Work – Social Welfare Administration

**Rutgers University**  
Bachelors of Science – Psychology

# Jonathan N. Rubin

## Chief Financial Officer

### EXPERIENCE

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**Chief Financial Officer, Magellan Health Services, Inc.** 09/2008 - Present

- Responsible for all of Magellan's financial matters
- Oversee financial reporting, analysis, and regulatory filings
- Manage budgeting, planning, and strategic financial forecasts
- Provide financial leadership and support to business operations
- Direct underwriting and actuarial functions, including pricing and reserves
- Manage capital structure, investment, and investor relations activities
- Oversee internal audit planning, testing, and remediation
- Lead evaluation of potential merger and acquisition opportunities
- Participate in the corporation's Board meetings, including Audit Committee sessions

**Senior Vice President, Dental and Vision, CIGNA Corporation** 03/2008 – 09/2008

- Responsible for managing P&L of business with approximately 11 million members and approaching \$1 billion in revenue
- Oversee improved management process to maximize profitability and membership growth
- Directly manage team comprising approximately 130 employees in Network Management, Clinical Operations, Finance, and Underwriting
- Leading cross-functional initiative to improve competitive position of fully insured product offerings
- Driving network segmentation initiative to enhance flexibility of our dental network structure and capabilities
- Leading development and implementation of dental strategy to support Great West integration to enable profitable growth, while maintaining strong provider and member service experience
- Continue to serve as business leader for CIGNA's Financial Leadership Programs – enterprise executive development programs for high potential financial and actuarial professionals

**Senior Vice President and CFO, HealthCare Division** 2004 - 2008

- CFO for CIGNA's largest division, including core medical and specialty health businesses, with approximately \$12 billion in revenues and \$700 million in after-tax earnings.
- Oversaw all financial, actuarial and medical economics functions

- Led team comprising approximately 400 employees, with the majority located in Bloomfield, CT, and the balance in Eden Prairie, MN (supporting CIGNA Behavioral Health), Plantation, FL (supporting CIGNA Dental), and in our regional sales/network hubs
- Played leadership role on team driving turnaround of healthcare business over past 4 years. Key accomplishments included:
  - Establishment of competitive benchmarks for provider network unit costs, operating expenses, and customer service metrics, which served as basis for action plans leading to significant competitive improvement across each of these areas
  - Development and execution of pricing strategies to drive margin expansion and profitable growth
  - Launch of multi-functional initiative to drive penetration of most profitable specialty products
  - Creation and implementation of business segment and geographic market scorecards to drive accountability for critical business outcomes
  - The above plans resulted in turning business from competitive underperformer to achieving compound double-digit growth in operating earnings, fueled by:
    - Industry-leading profitable membership growth
    - Over 500 basis-point improvement in provider discounts, leading to competitively strong medical cost trends
    - More than 5% reduction in operating expenses per member
    - Significant improvement in insured pricing margins
    - Return to competitively solid customer service metrics
    - Provided financial leadership to recent strategy development and implementation, including:
      - overall consumer engagement and health advocacy strategy
      - segment expansions in voluntary, seniors, small group, and individual
      - strategic partnerships and acquisitions, including recent agreement to purchase Great West's health business
- Led actuarial team to positively impact customer retention and growth through:
  - improved support to National Accounts customers and consultants
  - delivery of CIGNA Choice Fund (consumer-directed) study and thought leadership
  - Serve as business leader for CIGNA's Financial Leadership Programs – enterprise executive development programs for high potential financial and actuarial professionals
- Leveraged strong communication skills as senior representative with key external constituents: participated in CIGNA Board meetings, annual client forum, quarterly investor earnings calls, and multiple investor conferences

**Senior Vice President, HealthCare Underwriting and Stop Loss** 2004

- Led national Underwriting organization for all health and related specialty businesses, including responsibility for:
  - underwriting policy and execution
  - driving alignment of the underwriting process with sales and pricing
  - fully leveraging role of Underwriting in achieving division's profitable growth goals
- Developed and implemented recommendations to restore profitability of book and to resume profitable membership growth; actions included:
  - improving organizational alignment on profitable growth objectives, pricing strategy, and decision-making authority
  - implementing appropriate underwriting guidelines and discipline for new business
  - improving management process and supporting metrics/tracking
  - evaluating recent turnover in Underwriting organization and implementing strategies to improve retention of top underwriting talent
  - improving technical underwriting competency within organization
- Led Stop Loss product and business unit, and implemented cross-functional plans to improve competitive position and profitability

**Senior Vice President, Corporate Finance** 2002 - 2004

- Served as enterprise business controller, responsible for overseeing operational execution across corporation
- Led risk management organization, including insurance renewal and claim recovery management activities
- Led corporate development activities, including both acquisitions/joint ventures and divestitures of several international businesses
- Initiated sale process for retirement and investment-related businesses

**Vice President and CFO, Small Market** 2001 - 2002

- Selected as member of small, cross-functional team to develop enterprise strategy to enter small group employer market
- Presented strategy to corporate CEO and CFO and successfully gained approval
- Implementation was delayed (but later restarted) due to other company challenges

**Vice President, Retirement and Investment Services Finance** 2001

- Led all pricing and underwriting activities for the retirement business
- Managed interest crediting strategies
- Led development of new stable value product
- Oversaw sub-advisor arrangements and investment product pricing

<b>Assistant Vice President, Healthcare Actuarial</b>	<b>1996 - 2001</b>
▪ Led all medical pricing activities for division	
<b>Director, Human Resources</b>	<b>1994 - 1996</b>
▪ Led corporation's Actuarial Executive Development Program	
<b>Director, Individual Insurance Finance</b>	<b>1992 - 1994</b>
▪ Led all financial reporting and reserve activities for division	
<b>Assistant Director, HealthCare Finance</b>	<b>1991 - 1992</b>
▪ Led regional health plan accounting team	
<b>Member, CIGNA Actuarial Executive Development Program</b>	<b>1985 - 1991</b>
▪ Rotations in HealthCare, Retirement and Investment Services, Investment Management	
<b>Financial Planning Intern, Massachusetts Mutual Life Insurance Company</b>	<b>1984</b>

## **PROFESSIONAL EDUCATION**

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### **University of Rochester**

Bachelor of Arts, Economics (High Honors), 1985

Bachelor of Arts, Mathematics, 1985

Magna Cum Laude

NL Industries Scholarship in Economics

Fellow, Society of Actuaries

Successful completion of examinations in November, 1991

# Anthony M. Kotin, M.D.

## Chief Medical Officer

### EXPERIENCE

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**Chief Medical Officer, Magellan Health Services** **2005 - Present**

- Leads the development and implementation of Magellan's medical policies and procedures
- Provides content support in the development of new products
- Oversees the company's quality management and outcomes assessment activities
- Evaluates current behavioral health industry trends to assess future market needs and assist Magellan in strengthening its position as market leader
- Previously Chief Marketing and Strategy Officer (2003 to 2005) responsible for oversight of sales and marketing activities, and identification and development of new company products

**Chief Marketing Officer** **2003 - 2005**

**National Leader for Knowledge and Service Development** **2001 - 2003**

\$260M annual revenue

Responsibilities:

- Creation, collection and distribution of intellectual capital – management of practice intranet management of specialist practitioners –
  - Actuaries
  - Clinicians
  - Absence management experts
  - Pharmacists
- National marketing for practice
- National industry surveys
  - Annual Mercer National Survey of Employer Sponsored Health Plans
  - Annual Survey for Integrated Absence Management
- Strategic consulting
- Major client sales
- Product development for BenefitPoint platform

**Senior Vice President, Operations, Internet Health Care Group** **2000 - 2001**

- Venture capital investing/holding company

- COO of Health & Group Benefits Practice,  
Mercer Human Resource Consulting** 1999 - 2000
- National Chief Medical Officer, Prudential Health Care** 1997 - 1999
- Medical management operations – 400 employees, budget under management - \$55 M.
  - Managed pharmacy program - \$1 B annual revenue
  - Prudential Center for Health Care Research
  - Data analysis/reporting unit
  - Product development/major client sales
- National Practice Leader for Clinical Operations and Analysis,  
Integrated Healthcare Consulting Practice, Towers Perrin** 1994 - 1997
- Senior Vice President, Medical Affairs, Med-E-Systems Corporation** 1994
- Clinical systems development – wireless prescription writing technology platform
- National Medical Director – Point of Service Programs,  
Travelers Insurance Company** 1993 - 1994
- Midwest Regional Medical Director** 1990 - 1993
- Local Plan Medical Director, Metropolitan Health Care Networks** 1988 - 1990
- Illinois and Wisconsin plans Medical director for Midwest claims operations – St. Louis
- Medical Director, Highland Health Care - IPA** 1983 - 1988
- Medical director – 125 physicians/15,000 members
- Partner, Westside Medical Associates** 1980 - 1988
- Private internal medicine group practice.

## **LICENSE(S) AND CERTIFICATIONS**

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National Board of Medical Examiners – 1978  
 American Board of Internal Medicine – 1980  
 License: State of Illinois

## **PROFESSIONAL EDUCATION**

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### **University of Illinois**

B.S., (in absentia), Magna Cum Laude, 1975

### **Rush Medical College**

M.D., Alpha Omega Alpha, 1977

### **Rush-Presbyterian St. Lukes Medical Center**

Internship and Residency, 1977-1980

**Deborah L. Heggie, Ph.D.**  
**Senior Vice President, Clinical Standards & Policies**

**EXPERIENCE**

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**Senior Vice President of Clinical Standards & Policies, Magellan Health Services** **2007 - Present**

- Responsible for oversight of the development and implementation of clinical standards, guidelines and policies across specialty pharmacy, radiology and behavioral health business segments.

**Senior Vice President of Clinical Operations** **1998 - 2007**

- Responsible for the development, implementation and oversight of the company's clinical programs, policies, training and procedures.

**Vice President of Care Management, Green Spring Health Services** **1997 - 1998**

- Responsible for the development and implementation of the company's national care management policies and procedures.

**Director of Managed Care, Capital Region Center** **1996**

- Developed managed behavioral health care system for a large publicly funded community mental health center. Provided oversight of state funded social service agencies in the greater Hartford area.

**Vice President of Outpatient Services, PATH, P.C.** **1990 - 1995**

- Responsible for managing the growth of the practice, developing a network of providers and provider groups, and developing a quality improvement and utilization review process.

**Director of Training, Mt. Sinai Hospital** **1987 - 1990**

- Directed APA-approved psychology internship program; conducted training workshops; supervised interns; managed inpatient cases; performed psychological assessment and treatment services, and provided consultation and liaison services for discharged patients to local school systems.

**Director of Training, Klingberg Family Centers** **1986 - 1987**

- Developed and implemented an overall clinical training program for multi-service agency serving children and their families; implemented a group therapy program for residential patients; and provided psychological assessment and treatment services to children, adolescents, and adults.

## **LICENSURE(S) AND CERTIFICATION(S)**

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Licensed in the State of Maryland as a Clinical Psychologist

## **PROFESSIONAL EDUCATION**

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**Fuller Graduate School of Psychology**  
Doctoral Degree, Clinical Psychology

**University of California at Davis**  
Bachelor of Arts in Psychology

**University of North Carolina School of Medicine**  
M.D., 1975

**Letterman Army Medical Center**  
Internship in Medicine, 1976

**Military Service, 1978**

**Duke Medical Center**  
Resident in Psychiatry, 1982

**Durham VA Medical Center**  
Chief Resident in Psychiatry, 1982

**University of North Carolina-Duke University Psychoanalytic Education Program**  
Graduate, 1993

## **MEMBERSHIPS/AFFILIATIONS**

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American Psychological Association

## **PUBLICATION(S) AND PRESENTATION(S)**

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Albright, J., Heggie, D., Kotin, A., Nardoizzi, L., Waxenberg, F. *Introduction to Managed Behavioral Health Care Organizations. In Essentials of Managed Care*, Fifth Edition. Peter R. Kongstvedt (Ed.). Boston: Jones and Bartlette Publishers. 2007. ISBN 0763739839.

Pigott, H.E., Meltzer, B. & Heggie, D. (1997). Healthcare Informatics: It's Role in Behavioral Health's Successful Integration into Primary Care and the Larger Healthcare System. In Cummings and Cummings (editors), *Behavioral Health in Primary Care: A Guide for Integration*. International Universities Press.

- Pigott, H. E., Fantuzzo, J. W., Heggie, D. L., & Clement, P. W. (1984). A student-administered group-oriented contingency intervention: Its efficacy in a regular classroom. *Child and Family Behavior Therapy*, 6, 41-55.
- Pigott, H. E., & Heggie, D. L. (1986). Interpreting the conflicting results of individual versus group contingencies: The targeted behavior as a mediating variable. *Child and Family Behavior Therapy*, 7, 1-15.
- Heggie, D.L., Kriner, M., Montgomery, A., Pollak, D., Un, Hyong (2003, September) *Behavioral Health*. Topic-specific clinic presented at the 8<sup>th</sup> Annual Disease Management Congress, San Diego, CA.
- Heggie, D. L. (1992, August). *Setting up a Quality Improvement Program in an Outpatient Continuum of Care*. Invited paper presented at the meeting of the American Psychological Association, Washington, D.C.
- Heggie, D. L. & Gorsuch, R. (1986, February). *Social Networks of Battered Women*. Paper presented at the California Psychological Association, San Francisco, CA.
- Heggie, D.L. (1984, April). *Gender Differences in Chronic Schizophrenic Women*. In J.Fog (Chair), Gender differences related to treating chronically mentally ill women. Symposium presented at the meeting of the Western Psychological Association, Los Angeles, CA.
- Heggie, D.L., Ail, S. Wallace, C., Wallace, J., King, J., & Kochanocowicz, N. (1983, April). *Attitude Towards Hospitalization Versus Board and Care Residency as a Predictor of Recidivism with Chronic Schizophrenics*. Paper presented at the meeting of the Western Psychological Association, San Francisco, CA.
- Heggie, D.L. (1982, April). Therapeutic Strategies Utilized in a Day Treatment Setting. J. Fog (Chair), Linking community resources to serve chronically mentally ill adults. Symposium presented at the meeting of the Western Psychological Association, Sacramento, CA.
- Pigott, H. E., Fantuzzo, J. W., Heggie, D. L., & Clement, P. W. (1982, November). *The Self-Regulated Group: A Study of its Efficacy in a Regular Classroom*. Paper presented at the meeting of the Association for the Advancement of Behavior Therapy, Los Angeles, CA.
- Pigott, H. E. & Heggie, D. L. (1984, April). *Interpreting the Conflicting Results of Individual Versus Group Contingencies: The Targeted Behavior as a Mediating Variable*. Paper presented at the meeting of the Western Psychological Association, Los Angeles, CA.

**Joann Albright, Ph.D.**  
**Senior Vice President of Quality Improvement**

**EXPERIENCE:**

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**Senior Vice President of Quality Improvement, Magellan Behavioral Health**

**1991 - Present**

- Responsible for direction and supervision of corporate quality improvement program (QI) for national division for large managed behavioral health company serving 60 million lives.
- Supervise team of national quality improvement directors providing administrative services and oversight for 40 regional centers throughout the United States. For Merit, directed quality improvement program and staff of 80 providing services to HMO, Commercial, and Public Sector.
- Corporate responsibility for QI performance requirements, development of core indicators, consultation methodologies, policy determination, committee structures, staff training, study identification, and the development of support systems for service centers.
- Direct staff in preparation for NCQA accreditation and customer audits including application processes, roadmap completion, action plans, study evaluations, policy review, and training in MBHO standards and documentation requirements. Participate in audits as required.
- Serve on National Quality Council, Utilization Management Committee, and Prevention Committee. Chair the Corporate Quality Improvement Review Committee.
- Review service center documents including Program Descriptions, Work Plans, Program Evaluations, and client reports to ensure delivery of behavioral health care products and services in compliance with internal and external requirements.
- Author/co-author of Corporate QI materials including the QI Work Plan, executive reports, and consultation documents.
- Assist Marketing Services Unit in writing subject matter expert responses for QI and clinical sections of RFPs and in implementation of new contract processes.

**Clinical and Quality Improvement Director**

- Responsible for direction and oversight of quality improvement and clinical systems provided by some 600 staff members in divisional unit. Promoted from clinical manager where responsible for developing a care management program and preferred provider network.
- Served as executive director of implementation of HealthChoices Medicaid Project requiring state and county sign-off on all procedures and systems.

- Developed utilization management guidelines, provider and care management manuals.
- Reduced costs of intensive levels of care through use of expanded continuum of care and restructuring of outpatient delivery system.
- Served on State Outcomes Advisory Board.
- Established policies and procedures, directed outcome studies, and conducted clinical audits.
- Developed provider profiling mechanism and conducted provider training.
- Directed and developed first post-doctoral program for the company. Supervised post-doctoral students in clinical service delivery and research projects.
- Prior to management, served as senior psychologist delivering clinical services to children and adults with mental health and chemical dependency needs for Biodyne. Conducted groups, marital therapy, individual counseling, and testing and assessment.

**Independent Consultant, Private Practice**

- Conducted trainings for management teams in public and private sector.
- Conducted psychological assessments for employees of contracted companies.
- Served as expert witness.

**Assistant Dean/Director, University of Denver**

- Directed the operations of four university student service departments. Supervised a multidisciplinary staff providing psychotherapy, counseling, and emergency services to a population of 10,000 students and faculty at multiple service sites.
- Developed, managed, and defended budgets. Supervised personnel and all program aspects. Established policies and procedures.
- Directed development of an EAP program.
- Wrote and obtained nationally funded grants.
- Developed computerized support system.
- Provided direct services to students needing mental health care and treatment for chemical dependency.

**Behavioral Health Therapist, Jefferson County Mental Health Center, Fort Logan Mental Health Center in Colorado, and Oakdale Hospital/University of Iowa Hospital System**

- Provided outpatient and inpatient mental health services for individuals with a wide-range of disorders.
- Conducted psychological assessments, wrote reports, and counseled members regarding the findings of the assessments.
- Designed day program for persons with serious and persistent mental illnesses.

**LICENSURE(S) AND CERTIFICATION(S)**

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Psychologist: State of Colorado #1313, State of Pennsylvania # PS-008328-L

## PROFESSIONAL EDUCATION

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University of Denver  
Ph.D. – Counseling Psychology  
University of Iowa  
M.A. – Counseling  
Central College Pella  
B.A. – Psychology

## PUBLICATION(S) AND PRESENTATION(S)

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Tracey, T. J., Sherry, P., Albright, J. (1999) The interpersonal process of cognitive-behavioral therapy: An examination of complementarity over the course of treatment. *Journal of Counseling Psychology*, 46, 80-91.

Albright, J.A. (1988, 1989, 1990, 1991 Editions). Student Guide. *CPC Annual*, 35, 10-15.

Albright, J.A. and McGee, B. (1991). Resource Guide. Rocky Mountain College Assoc.

Albright, J.A. (1983). Training Module for College Professionals. Bethlehem, PA. College Placement Council.

## TEACHING, TRAINING, & GRANTS:

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### *Management Seminars*

- Training conducted for private and public sector companies and agencies including: IBM, United Airlines, AT&T, and the U.S. Departments of Energy, Forest Service, and the US Department of Armed Forces.
- Chairperson of Management Leadership Institute developed for the College Placement Council with the University of Minnesota Carlson School of Management.

### *Grants (author and/or project director)*

- National Science Foundation
- Fund for the Improvement of Post Secondary Education (two grants)
- U.S. Department of Education. (six grants)

### *Curriculum*

- Taught classes for the University of Denver and University of Phoenix including: Psychotherapy Methods, Ethics and Current Issues, and Psychological Assessment.

## HONORS

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Distinguished Practitioner of the Year. Merit Behavioral Care

Outstanding Administrator. University of Denver

# Gary Anderson

## Chief Information Officer

### EXPERIENCE

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#### Chief Information Officer, Magellan Health Services

2005 - Present

Responsibilities include all systems and technologies that support Magellan's business processes. Staffing consists of more than 700 IT professionals.

- IT Alignment
  - Reorganized IT department for appropriate alignment to business priorities.
  - Achieved IT financial and staffing transparency for optimal business alignment. The resulting flattening and re-training/re-tooling of the IT organization resulted in a \$2 million annual IT operating expense reduction.
- Delivering Business Solutions
  - Delivered a Telephone Switch (PBX) consolidation strategy that is delivering a \$10 million operational expense reduction over 5 years. Additionally allowed virtual call centers so that call center staffing did not have to be dedicated.
  - Integration of Interactive Voice Response (IVR) with Computer Telephone Integration (CTI) – resulting in a 3 to 7 second reduction in call handling time across all call centers.
- Led and developed the M&A activities for the IT/Business integration of the following SBUs:
  - Magellan/NIA
    - Migrated (six) NIA systems and integrated the systems in 6 months into a single Radiology Benefits Management system. In month 9, we presented and we're awarded a \$250 million risk contract from a major managed health care provider.
    - Integrated all PCs, telecomm and voice and data networks within 4 months of acquisition.
      - Included VOIP, PBX consolidating and migration to Avaya platform.
  - ICORE Health Care– Developed a prior-authorization system for specialty pharmacy, and this product was sold to a major managed health care organization within 4 months of the M&A activities.
    - Integrated all PCs, telecomm and voice and data networks within 4 months of acquisition.
      - Included VOIP, PBX consolidating, and migration to Avaya platform.

### **Senior Vice President of Information Technology**

**1998 - 2005**

- Responsibility for the application development and maintenance of eight (8) mid-range, 150 IIS and Application Servers.
- Developed the business and IT strategy for seven acquisitions. Provide direction for more than 390 Information Technology employees through 8 direct reports. Familiar with WebSphere/Java, AS/400, IIS, SQL Server, HP9000s, RS6000, eGate, Claims Systems, Facets, CAPS, AMISYS.
- Business and IT owner for the systems and operations migrations of more than 29 million lives. Eliminated 36 clinical systems and 18 claims systems.
- Developed and implemented an IT strategy that resulted in a \$55 million reduction in IT spending over five years.
- Developed and implemented merging companies' e-Commerce strategy, Internet, EDI and Intranet.
- Developed the strategic system migration solution for the merging of five managed health care companies.
- Brought seven regional IT development and telecom teams into one organizational structure.
- Developed and achieved significant budgetary synergies.
- Directed the migration/consolidation of 14 disparate platforms to 2 strategic platforms.
- Developed and currently directing the converging organizations Year 2000 strategy.

### **Vice President of Systems Development, Merit Behavioral Health Care Corp. 1997 - 1998**

- Responsibility for the creation of an information technology strategy that supports the business goals and objectives.
- Responsible for all new application development.
- Implemented and utilized the Client/Server Iterative Rapid Development (CSIRD) methodology. This allowed quick and cost-effective system development.
- Identified synergies between acquired companies and developed strategies for dissimilar platform integration.
- Responsible for more than 40 full time employees, 20 contractors, and an annual budget of more than \$5 million. Responsibilities include the development and maintenance of a provider network system, data warehouse/reporting and a clinical care management system, utilizing SQL Server and IIS.
- Conducted the feasibility study for the outsourcing of Information Technologies.

### **Director of Systems Development**

**1995 - 1997**

- Responsible for more than 40 full-time employees, 20 contractors, and an annual budget of more than \$5 million.
- Responsibilities ranged from data-center/LAN-WAN/TELCOM management to the development of a data warehouse project.

- Developed the corporate report development organization, which included the recruitment of 15 full-time employees. Implemented a network of 15 MS SQL servers in five regional data centers. Replicated data from multiple host systems, HP9000- Informix, AS/400-DB2, HP3000-Image, for a distributed reporting environment. Migration from traditional 3GL report development to a client/server ad hoc reporting environment. Achieving reductions in core staffing and improved ad hoc corporate reporting capabilities.
- Implemented a corporate intranet for distribution of ad-hoc report requests and regional application distribution.

**Senior Program Analyst, Penn Corporation**

**1992 - 1994**

- Responsible for development of all major systems and for coordinating their implementation.
- Team Manager for the development of a new order entry system (COPICAT).
- Responsible for the design, development and implementation of a 30+ Node Macintosh WAN.
- Managed a budget of more than \$500,000.
- Through the design and implementation of a new order entry system, productivity increased by a factor of three.
- Achieved 20 percent reduction in order entry errors.
- Reduced order entry training time from 2 weeks to 1 day.
- Designed and implemented the transition from traditional art work to conventional art work (Macintosh).
- Designed, developed, and implemented remote access data inquiry system.
- Established an EDI system for exchanging purchase orders and invoices with remote trading partners, utilizing Microsoft NT 3.51.

**Senior Systems Analyst, Kirke-Van Orsdel**

**1989 - 1992**

- Responsible for a VAX cluster and all application programs.
- Responsible for direct client contact, project leadership, design, development, and implementation of all systems and applications.
- Managed and maintained the DEC cluster, LAN, and a telecommunications system.
- Designed and developed a completely new major medical administration system.
- Designed and developed a new administration cash reconciliation system.
- Developed EDI between insurance carriers (eligibility and claims paid data).
- Developed a company correspondence generator for all letter generation.
- Developed electronic fund transfer with other insurance carriers and their lending institutions.

## **PROFESSIONAL EDUCATION**

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**University of Missouri, Columbia**  
Computer Science, 1988

**St. Louis University**  
Electrical Engineering, 1984

# Joan M. Discher

## Executive Director

### EXPERIENCE

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**Executive Director, Magellan Behavioral Care of Iowa** 1997 - Present

**Vice-President of Program Management** 1995 - 1997

- Responsible for the mental health and substance abuse contract with the State of Iowa including all program contract activities, services development, and relationships with stakeholders.
- The Iowa program has been recognized as an example of innovative mental health service development for the seriously and persistently mentally ill and the seriously emotionally disturbed populations in Iowa. In 1998, Magellan's Iowa effort was awarded the Eli Lily Award.

**Executive Director, Coalition for Family and Children Services** 1988 - 1995

- Responsible for influencing social policy and legislation in regard to children and family programs on behalf of 39 private, human services agencies which operate over 100 programs.
- Additional responsibilities include: planning, public relations, and the media; maintaining relationships with the Executive, Judicial and Legislative Branches of government; negotiating Coalition positions with the 39 agencies; and office management.

**Executive Director, Iowa Foster Care Review Board** 1985 - 1988

- Responsible for developing the Foster Care Review Board for the State of Iowa from a piece of legislation to a credible state agency with over 160 volunteers, five staff, and 18 Boards.
- Duties included: training, writing legislation, developing computerized data systems, office management, liaison with the Department of Human Services, Judicial Branch, and private sector. Served on the National Association of Foster Care Reviewers Board for three years.

**Family Services Director, Four Oaks, Inc.** 1979 - 1985

- Responsible for the family therapy component, treatment foster family care, home-based, and after-care programs, and five family therapists.
- Other duties included: counseling families and children, licensing and training foster families, policies and procedure manuals and other administrative duties.

## **Youth Service Supervisor and Caseworker, Iowa Department of Human Services**

1974 - 1979

- Responsible for the supervision of five caseworkers, counseling children adjudicated delinquent or CINA, administration of DHS policies and procedures, liaison between the juvenile institutions, police department and the DHS District Office.

## **PROFESSIONAL EDUCATION**

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### **University of Iowa**

Master in Social Work – 1980

### **Iowa State University**

B.S. Psychology and Sociology – 1974

### **Alfred Adler Institute**

Certification of Adlerian Psychology – 1978

## **COMMUNITY SERVICE**

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Friends of Foster Children Foundation – founded and served on the Board of Directors

Big Brothers Big Sister Board of Director

## **IOWA PROFESSIONAL ORGANIZATIONS**

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Iowa Federation of Insurers - past President and current Board member

Iowa Managed Care Association - past President

## **PUBLICATION(S) AND PRESENTATION(S)**

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### **Presentations:**

“Self-Directed Care”, Albuquerque, New Mexico, October 2007

“Joining Hands: Recovery and Resiliency”, Iowa Empowerment Conference. Marshalltown, Iowa, August 2007

“Rebalancing Health Care in the Heartland”, Iowa City, Iowa, November 2006

“Child Welfare, Mental Health, and Substance Abuse Services: Integrating Treatment, Magellan Public Sector Conference, Avon, Connecticut, August 2006

Recovery and Intensive Psychiatric Rehabilitation: Experiences in Iowa, Montgomery County, Pennsylvania, March 2004

“States Introduces Management and Financial Options to Enhance Results: Options for Children and Family Services”, Cincinnati, Ohio, June, 2001

“Lessons Learned: Expanding Services – The Iowa Experience”, Magellan Public Sector Conference, Maryland, October 2000

“Managing Care in Public Sector Systems of Care”, Des Moines, Iowa, September, 1999

“Implementing Managed Care in Public Sector Systems of Care”, Orlando, Florida, June 1998

“Integrating Medical, Behavioral and Support Services for Special Needs Populations”, Washington DC, January, 1998

“Iowa Managed Substance Abuse Care Plan and the Mental Health Access Plan”, New Orleans, LA, December, 1997

“A Challenge and An Opportunity in Iowa: Partnering, Planning, and Blending Funds to Serve Kids”, Washington DC, September, 1997

“Managed Behavioral Care”, Door County, Wisconsin, July, 1997

“The Evolution of Iowa’s MHAP and Changing to a Managed Care Environment”, Austin, TX, November, 1996

“The Impact of Managed Care on Public Sector Health Systems”, American Psychiatric Society, Chicago, Illinois, October, 1996

“Where Does Child Welfare Fit In? Children’s Services in a Managed Care Environment”, San Antonio, October, 1996

“Public Private Partnerships in Foster Care”, Atlantic City, New Jersey

“How to Start a Foster Care Review Board”, Lexington, Kentucky

“An Overview of Early Review”, “The Importance of Permanency Planning”, and “How to Conduct a Foster Care Review Board Meeting”, Anchorage, Alaska and Marysville, Washington

“Permanency Planning Training”, Iowa City, Storm Lake, Ankeny, Iowa City, and Waterloo, Iowa

“Services for Independent Living”, Baltimore, Maryland

“Permanency Planning: Families for Children”, Des Moines, Iowa

“Crisis Intervention for Foster Care Workers”, Des Moines and Cedar Rapids, Iowa

# Dennis Petersen

## Chief Operating Officer

### EXPERIENCE

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**Chief Operating Officer, Magellan Behavioral Care of Iowa** 2004 - Present

- Responsible for Customer Service department, Medical Records and Administration
- Responsible for internal management reporting
- Responsible for routine external reporting
- Responsible for ad-hoc reporting, both internal and external
- Responsible for oversight of CMC call flows
- Coordinate with Iowa Senior Staff and Information Systems, Claims and Telecommunications departments to facilitate Call Management Center operations

**Finance Director** 2000 - 2004

- Responsible for financial reporting for Iowa, Nebraska and Wayne County (Detroit), Michigan Call Management Centers
- Responsible for budgeting and forecasting for Iowa, Nebraska and Wayne County (Detroit), Michigan Call Management Centers
- Responsible for assisting in program pricing for potential new business

**Operations Manager** 1998 - 2000

- Responsible for supervising Reporting Department
- Responsible for Iowa financial reporting
- Responsible for supervising Iowa accounting staff
- Coordinate with Information Systems and Claims departments to facilitate Call Management Center operations

**Finance Manager** 1998 - 2000

- Responsible for Iowa financial reporting
- Responsible for supervising Iowa accounting staff
- Responsible for financial analysis of Iowa financial results

## **PROFESSIONAL EDUCATION**

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**Indiana University**  
MBA, 1993

**Indiana University**  
BA, 1987

## **COMMUNITY SERVICE**

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Big Brothers/Big Sisters – volunteer as a Big Brother

# Charles V. Wadle, D.O.

## Clinical Director

### EXPERIENCE

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**Clinical Director, Magellan Behavioral Care of Iowa** 1995 - Present

- Develop and implement Utilization Management Guidelines; educate and supervise care management staff on case specific clinical issues; topic specific training of staff and providers; manage appeals process involving physician advisors; perform clinical and administrative appeals reviews (internal and external, latter via ALJ hearings); manage Regional Network Credentialing Committee; develop and review Clinical Practice Guidelines; liaison with providers and other Medicaid entities, e.g. Drug Utilization Review Commission, Pharmacy P&T, Iowa Medicaid Enterprise

**President, Wadle and Associates, P.C.** 1990 - Present

- Private Practice mental health clinic developed to optimize a multidisciplinary approach for service coordination amongst the 24 clinicians. Serving all ages with mental health and substance related problems. Detoxification services, including Suboxone for opioid dependence. Inpatient services for clinic patients.

**Psychiatric Associates, P.C.** 1989 - 1990

- Psychiatrist providing inpatient and outpatient clinical services, with a practice comprised of two psychiatrists.

**Psychiatrist, Broadlawns Medical Center**

- Staff psychiatrist with emphasis on outpatient services including outreach to adult group homes, residential settings and homeless project

**Director, North Central Iowa Mental Health Center** 1985 - 1988

- Manage clinical services and administrative functions for regional Mental Health Center. Outpatient direct services and supervision of staff. Review services provided via contracted private providers. Inpatient services through local hospital and consultation.

### LICENSURE(S) AND CERTIFICATION(S)

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#### Licensure

Licensed to practice medicine in Iowa (#1930) and Nebraska (#33) via FLEX  
Registered Pharmacist in Iowa (#W- 15210)

## Board Certifications

Diplomate of the American Board of Psychiatry and Neurology (#29014) American Board of Psychiatry and Neurology  
American Society of Addiction Medicine (#0060032)  
Diplomate of the American Board of Quality Assurance and Utilization Review Physicians, Inc. (#56304)

## PROFESSIONAL EDUCATION

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**Drake University College of Pharmacy, 1977**

**College of Osteopathic Medicine and Surgery (Des Moines University), 1981**

**Des Moines General Hospital, Des Moines, Iowa; Rotating Internship, 1981 - 1982**

**University of Nebraska Medical Center, Nebraska Psychiatric Institute  
Psychiatry Residency, 1982 - 1985**

**Undergraduate Education** Drake University College of Pharmacy, Des Moines, Iowa

- Graduation: December 1977
- Honors: Rho Chi Pharmaceutical Honorary Society (1977)

### Medical Education

College of Osteopathic Medicine and Surgery (Des Moines University) Des Moines, Iowa

- Graduation Date: June 1981
- Activities: Osteopathic Manipulative Medicine Teaching Assistant, Public Health Services Student Organization (Treasurer), Social Committee, Student Osteopathic Medical Association

### Postgraduate Training

Des Moines General Hospital, Des Moines, Iowa; Rotating Internship; July 1981 through June 1982

University of Nebraska Medical Center, Nebraska Psychiatric Institute

Omaha, Nebraska; Psychiatry Residency, July 1982 through June 1985

- Cecil L. Wittson Award for Outstanding Performance, 1983/1985
- Chief Resident, July 1983 through December 1984

## COMMUNITY SERVICE

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Boy Scout Troop 128-Treasurer and Fund Raiser, 2003-2008

Medicaid Pharmacy and Therapeutics Committee-Governor appointed, September 2007-Present

Autism Council-Governor appointed, October 2008-Present

## IOWA PROFESSIONAL ORGANIZATIONS

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Iowa Psychiatric Society-member since 1985

## PUBLICATION(S) AND PRESENTATION(S)

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### **Publications:**

Chu CC, Wadle CV and Ruedrich SL: Acute renal failure associated with amoxapine overdose,

Nebraska Medical Journal, 69: 338-339, 1984

Ruedrich SL, Wadle CV, Hahn R and Chu CC:

Neuroendocrine investigation of depression in mentally retarded patients: A pilot study. The Journal of Nervous and Mental Disease, 173: 85-90, 1985

Ruedrich SL, Chu CC, and Wadle CV: The amytal interview in the treatment of psychogenic amnesia. Hospital and Community Psychiatry, 36: 1045-46, 1985

Ruedrich SL, Wadle CV, Sallach HS, Hahn RK and Menolascino FJ: Adrenocortical function and depressive illness in mentally retarded patients. American Journal of Psychiatry, 144: 597-602, 1987

Wadle, CV: Sexuality-Education Revisted. Polk County Medical Society Bulletin, 60, No.9: 144-45, November 1989

Wadle CV: Panic Disorder: "Am I losing My Mind?" Hawkeye Osteopathic Journal, 8, No.2: 12-13, March/April 1990

Task Force Membership, Clinical Practice Guideline for the Treatment of Adults with Substance Use Disorders, Magellan Health Services, 2004

Task Force Membership, Clinical Practice Guideline for the Treatment of Patients with Major Depressive Disorder, Magellan Health Services, 2005

Task Force Membership, Clinical Practice Guideline for the Assessment and Treatment of Patients with Post Traumatic Stress Disorder and Acute Stress Disorder, February 2006

Task Force Membership, Clinical Practice Guideline for the Assessment and Treatment of Patients with Substance Abuse Disorders, November 2006

Task Force Membership, Clinical Practice Guideline for the Assessment and Treatment of Patients with Depressive Disorders, February 2007

Task Force Membership, Clinical Practice Guideline for the Assessment and Treatment of Patients with Eating Disorders, March 2007

Task Force Membership, Clinical Practice Guideline for the Treatment of Patients with Panic Disorder, September 2007

Task Force Membership, Clinical Practice Guideline for the Treatment of Bipolar Disorder, September 2007

Task Force Membership, Clinical Practice Guidelines for the Treatment of Patients with Obesity, August 2007

Task Force Membership, Clinical Practice Guideline for Patients with Attention Deficit/Hyperactive Disorder, August 2007

Task Force Membership, Clinical Practice Guideline for the Treatment of Schizophrenia, January 2008

**Presentations:**

1984 March: “Psychological Consequences of Nuclear Warfare” Nebraska Psychiatric Institute (NPI) Grand Rounds

1984 June: “Psychological Consequences of the Nuclear Arms Race” Omaha Physicians for Social Responsibility and Omaha Freeze

1985 March: Neuroendocrine investigation of Depression in Mentally Retarded Patients”, NPI Grand Rounds

1985 December: “Holiday Depression” Radio Station KX92, Fort Dodge, IA

1985 December: “Antipsychotics, A Review” Public Health and School Nurses, Iowa Central Community College, Fort Dodge, IA

1986 January “Teenage Suicide” Prairie Community Schools, PTA, Callendar, IA

1987 April: “Seasonal Affective Disorder” Radio Station KWMT, Fort Dodge, IA

1989 April: “Psychotropics” Workshop on the Mentally Ill Homeless, Ames, IA

1989 May: “Electroconvulsive Therapy” Iowa Methodist Medical Center Noon Conference, Des Moines, Iowa

1989 November: “Recognition and Treatment of Depression” Des Moines General Hospital Family Practice Residents, Des Moines, IA

1989 December: “Psychotropic, “A Review” Polk County Department of Human Services Social Workers, Des Moines, IA

1990 January: "Recognition and Treatment of Depression in the Primary Care Setting" American College of General Practitioners (Iowa Chapter) Mid-Winter Conference, Des Moines, IA

1990 October: "Psychotropic Medications" 1990 Mental Health Conference sponsored by the Alliance for the Mentally Ill of Iowa Inc., Community Support Program, Coordinators of Iowa, Iowa Coalition, and Iowa Department of Human Services, Des Moines, IA

1990 March/April: "Psychotic Disorders" and "Psychotropic Medications" Introduction to Mental Health: Workshop for Substance Abuse Providers and Others, Polk County Mental Health and Substance Abuse Agencies, Des Moines, IA

1991 April: "Depression in the Primary Care Setting", Hamilton County Medical Society, Webster City, IA

1991 May: "Depression", Pastoral Issues, Iowa Methodist Medical Center Clinical Chaplaincy Department, Des Moines, IA

1992 January: "Depression in the Primary Care Setting" TriCounty Medical Society, Osceola, IA

1992 October: "Anxiety Disorders" Lutheran Social Services, Des Moines, IA

1992 October: "Dual Diagnosis" First Step Chemical Dependency Program, Des Moines, IA

1992 November: "Biopsychosocial Psychiatry" Guest Speaker for class entitled Human Behavior in a Social Environment, University of Iowa Social Work Graduate Program (Drake Campus), Des Moines, IA

1993 March: "Biological Theories and Treatment of Addiction" Guest speaker for class entitled, Theories of Addiction, Drake University, Des Moines, IA

1994 January: "Biological Basis of Behavior (As Related to Addiction)", Mercy First Step Recovery Center In-Service, Des Moines, IA

1994 May: "Electroconvulsive Therapy: Indications, Procedure, and Recovery" Mercy Franklin Center In-Service for Nursing, Technicians and Mental Health Professional Employees, Des Moines, IA

1994 October: "Depression: Symptoms and Treatment" National Mental Health Awareness Week, Mercy Franklin Center, Des Moines, IA

1994 December: "Psychotropic Medications" Polk County Department of Human Services Social Workers, Des Moines, IA

1995 January: "Use of Antidepressants" Polk County Pharmacy Association, Des Moines, IA

1995 February: "Antidepressants, Side Effects" Physicians and Providers of Fort Dodge, IA

1995 March: "Suicide and Depression" Stephens Ministry, Saint Augustine's Church, Des Moines, IA

1996 February: “How to Guarantee Access and Manage Utilization” (Co-Presenter with Phil Micali) The Public/Private Behavioral Healthcare Regional Winter Symposium, Saint Petersburg, FL

1996 February: “Mental Health Policy”, panel discussion sponsored by Drake University Department of Public Administration, Des Moines, IA

1996 March: “Mental Health Management From a Clinical Perspective” presentation to Administrative Law Judges sponsored by the Iowa Department of Human Services, Des Moines, IA

1998 February: “The Managed Behavioral Care Perspective on Dual Treatment-Merit Behavioral Care Iowa Example” presentation at conference entitled Cost Effective Management of Dual Diagnosis Under Managed Care, West Palm Beach, FL

1998 May: “We Have Met the Enemy And It Is Us” luncheon presentation at the Paul W. Danforth Third Annual Symposium entitled “Metamorphosis of Managed Care Systems: Provider and Client Survival” sponsored by Eyerly-Ball Community Mental Health Center, Des Moines, IA

1998 June: “Case Management and Planning” presentation at Dual Diagnosis: Double Trouble, Iowa Psychiatric Nurses Association 1998 Summer Conference, Mason City, IA

1998 October: “Co-Morbidity: Mental Illness and Substance Related Disorders” Care Manager Training, Merit Behavioral Care of Iowa (MBCI), West Des Moines, IA

1999 July: “Dual Diagnosis of Mental Health and Substance Abuse” in-service, MBCI, West Des Moines, IA

2000 January: “Pharmacologic Algorithm for Treatment of Major Depression” Care Manager Training, MBCI, West Des Moines

2000 March: “Dual Diagnosis in Mental Health and Substance Abuse” Mercy Franklin Center, Des Moines, IA

2000 June: “Use of Antidepressants: Overview” Care Manager Training, MBCI, West Des Moines, IA

2001 October: “APA Practice Guidelines for the Treatment of Schizophrenia” presentation for Physician Advisor National Training Meeting, Teleconference for Magellan Behavioral Health

2001 October: “Addictions and Disability” presentation for Principal Insurance Care Reviewers, Underwriters, Occupational Therapy Specialists, Des Moines, Iowa

2002 June: “Optimizing Pharmacological Interventions in Depressive Mood Disorders” presentation for Iowa Pharmacy Association Annual Meeting, West Des Moines, Iowa

2002 September: “Alcohol/Drugs in the Workplace: Identifying the Problem” presentation for Iowa State Bar Association Labor & Employment Law Seminar, West Des Moines, Iowa

2003 April: “Substance Related Disorders (with a focus on detoxification)” presentation for Magellan Behavioral Care of Iowa, West Des Moines, Iowa

2003 October: “Substance Related Disorders (with a focus on detoxification)” presentation to Iowa Plan providers via Iowa Cable Network, Johnston, Iowa

2004 May: “Roundtable discussion regarding antipsychotic prescribing in the Iowa Medicaid Program” sponsored by Iowa Psychiatric Society and the Iowa Medicaid Drug Utilization Review Commission, Emmetsburg, Iowa; Mount Pleasant Iowa; Johnston, Iowa

2004 August: “Medical Conditions that Mimic Mental Illness” presentation to Iowa Plan Care Managers, West Des Moines, Iowa

2004 October “Substance Abuse” presented to Des Moines Life and Health Conference (Case Managers, Adjusters for local Life & Health Insurers), Des Moines, Iowa

2005 May: “Methamphetamine” presentation to Iowa State Association of Counties CPCs and Case Managers, Ankeny, Iowa

2005 June: “Substance Abuse Treatment of Persons With Co-Occurring Disorders” presentation to Iowa Plan Care Managers, West Des Moines, Iowa

2006 May: “Clinical Practice Guideline for Schizophrenia (APA, TIMA, Magellan)” presentation to Magellan Clinical Staff, West Des Moines, Iowa

2006 June: “Clinical Practice Guidelines for the Treatment of Adults with Substance Abuse Disorders” presentation to Iowa Plan Provider Roundtable via ICN, Johnston, Iowa

2006 September: “Assessment Guidelines: Mental Health, Substance Abuse, and Need for Remedial Services” presentation via ICN to Iowa Plan Provider Roundtable, Johnston, Iowa

2008 April: “Assessing the Suicidal Patient” presentation to Iowa Plan Care Managers, West Des Moines, Iowa

2008 April: “Assessing the Suicidal Patient” presentation via ICN to Iowa Plan Provider Roundtable, Johnston, Iowa

2008 May: “Medications and Mental Illness” presentation to County Case Management Services Conference, Des Moines, Iowa

2008 August: “Understanding and using the ASAM PPC-2R” presentation to Nebraska Medicaid providers, Omaha, Nebraska

# Steve Johnson, LISW, CADC

## Director of Utilization Management

### EXPERIENCE

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**Director of Utilization Management, Magellan Behavioral Care of Iowa** 1995 - Present

- Responsible for oversight utilization management activities
- External relations with providers and key stakeholders
- Key performance indicators
- Evidence-based practices

**Program Coordinator, Broadlawns Medical Center** 1991 - 1995

- Coordinate mental health outreach to homeless
- Staff development/training
- Monitor key grant deliverables
- External relations

**Unit Coordinator, Independence Center Clubhouse** 1989 - 1991

- Consumer job development
- Daily work coordination
- Apartment support

**Residential Technician, Bethphage Mission+** 1987 - 1989

- Daily service to adults with mental retardation
- Work activity
- Implement behavior planning

### LICENSURE(S) AND CERTIFICATION(S)

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Licensed Independent Social Worker (LISW #924) in Iowa since 1993.  
Certified Alcohol/Drug Counselor in Iowa (CADC #99015) since 1999.

### PROFESSIONAL EDUCATION

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**Saint Louis University**  
Masters – Social Work, 1991

**Drake University**  
Bachelors – Sociology, 1989

## **PUBLICATION(S) AND PRESENTATION(S)**

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- Peer Support in Iowa presentation to Iowa Mental Health Conference (October 2008)
- Iowa Peer Support overview to Iowa Peer Support Academy graduates (July 2006, 2007 and 2008)
- American Society on Addiction Medicine (PPC-2R) presentation to Iowa/Nebraska providers (August 2008)
- Advanced Case Management Training to Iowa counties (May 2008)
- Targeted Case Management/Mental Health Waiver presentation (September 2007)
- Children's Mental Health presentation to Carroll area primary care providers (October 2006)
- Statewide presentation to Remedial providers on mental health assessment (October 2006)
- Mental Health Services and Positive Impacts on Children (April 2006 in Cedar Rapids, Iowa)
- Recovery Training presentation to Montgomery County, Pennsylvania (December 2005)
- Statewide presentation to Magellan providers of Clinical Practice Guideline on Suicide (March 2005)
- Intensive Psychiatric Rehabilitation presentation to CMHCs in Tennessee (Nashville November 2004)
- Prior Authorization Process Training for Targeted Case Managers in Iowa (May 2004)
- Treatment of Co-Occurring Disorders to Iowa Department of Human Services (August 2001)
- Suicide Prevention presentation to parents and key stakeholders in Shelby county (July 2001) (Response to a potential suicide cluster in Harlan, Iowa)

## **COMMUNITY SERVICE**

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Project volunteer for church activities from 1995 - Present

Polk County Juvenile Probation 1987 - 1989

Worked as a mentor to juveniles on probation

**Chris Sims, LMSW**  
**Director of Quality and Compliance**

**EXPERIENCE**

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**Director of Quality and Compliance, Magellan Behavioral Care of Iowa      2007 - Present**

- Designing, implementing, and monitoring quality operations and compliance
- Directing and supervising quality and compliance staff and projects including monitoring of policies, procedures, activities, to meet multiple contractual requirements, external accreditation, and state/federal regulations
- Setting priorities for improving operations based on data from performance indicators, compliance audits, and quality improvement processes

**Manager of Program Innovation, Magellan Health Services, Inc.                      2006 - 2007**

- Coordinating and managing outcomes initiatives and other high profile projects
- Analyzing data and conducting program evaluation
- Planning, coordinating, monitoring, evaluating, and reporting on a variety of projects
- Assisting with new business development and implementation

**Advanced Practicum Experience, Child and Family Policy Center                      2005 - 2006**

- Learning opportunities in policy analysis, social policy advocacy, grassroots mobilization, research and data analysis, and other areas of macro social work practice
- Collaboration with national, state, and community level organizations and groups
- Conducting research project on Effects of Car Title Lending on Borrowers

**Teaching Assistant, University of Iowa School of Social Work                      2005 - 2006**

- Assisting instructors with teaching duties including presentations, grading, and assistance with student projects in Research Methods and Advanced Research Methods

**Project Consultant, Youth Homes of Mid-America    2005 - 2007**

- Setting up and implementing outcomes measurement and other program evaluation tools and measures for fifty-bed residential facility for adolescent males

**House Intern, Iowa State Legislature    2005 - 2005**

- Intern with Representative Ro Foege, District 29
- Learning opportunities in research, policy analysis, legislative advocacy, and other areas of macro social work practice

**Research Assistant, University of Iowa School of Social Work** 2004 - 2005

- Conducting research through journals and professional materials as well as professional field contacts for the purpose of developing and implementing Child Welfare training and Ethics training for social workers in Southwest Iowa (based on a grant program through the University)

**Program Director, Youth Homes of Mid-America** 1999 - 2004

- Supervising the programming of a fifty-bed group care facility for adolescent males adjudicated to be in placement, conducting agency-wide training, responsible for hiring and supervision of direct care workers

**Cottage Coordinator** 1998 - 1999

- Providing case management and counseling for twelve males in group care facility, responsible for treatment planning and reporting, communication with referring workers and other involved parties, and some family counseling

**Family Centered Services Counselor** 1998 - 1998

- Providing in-home counseling for a caseload of ten to fifteen children and families, responsible for treatment planning and reporting and communication with referring workers and other involved parties

**Youth Care Worker** 1996 - 1998

- Providing direct care services for five female adolescents in community-based group home

## **LICENSURE(S) AND CERTIFICATION(S)**

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Licensed Master Social Worker (LMSW), originally issued June 2006, License #06698

## **PROFESSIONAL EDUCATION**

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**University of Iowa, School of Social Work**

Master of Social Work, May 2006

**Central College**

Bachelor of Arts Degree in Psychology, May 1996

## **PUBLICATION(S) AND PRESENTATION(S)**

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Consumer Directed Behavioral Health Care: Static or Buzz? Self-Directed Care in Iowa  
Magellan Health Services and Hope Haven. National Council for Community Behavioral  
Healthcare 37<sup>th</sup> Annual National Council Conference, March 26 – 28, 2007.

**Gloria Scholl, LMFT**  
**Director of Network Management**

**EXPERIENCE**

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**Senior Area Contract Manager, Magellan Behavioral Care of Iowa** 2006 - Present

- Responsible for credentialing and contracting for over 300 providers for both mental health and substance services
- Rate negotiation including site visits with Iowa Plan providers
- Coordinate with the Quality Improvement team for provider outreach
- Training for providers on a variety of network issues
- Implement any State mandates impacting provider network
- Supervise the Network Coordinator who is responsible for contracting and credentialing individuals and groups

**Technical Team Lead for the Core Unit at IA Medicaid Enterprise** 2004 - 2006

- Facilitate and guide 12 staff including Business Analysts, Systems Support, and Quality/Training coordinator
- Oversight of the Change Management System for all proposed changes to the MMIS system
- Responsible for the creation and maintenance of the Workflow Management System
- Implement a paperless environment for the IA Medicaid Enterprise and related State departments
- Assignment and ongoing auditing of the Security for the MMIS system access.

**Manager of Provider Services, Enrollment and Recipient Hotline** 2002 - 2004

- Provide leadership and direction for 34 staff in three different departments
- Ensuring that all State requirements are met for the call centers
- Partner with Field Representatives to coordinate problems in the Medicaid provider network
- Enhanced quality improvement by implementing new policies for departments

**LICENSURE(S) AND CERTIFICATION(S)**

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Licensed Marriage and Family Therapist (Iowa and California)

## **PROFESSIONAL EDUCATION**

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**M.A. in Psychology; 1990**

California State University– Sacramento, California

**B.A. in Psychology; 1988**

California State University– Sacramento, California

## **COMMUNITY SERVICE**

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Member of the National Association of the Mentally Ill (NAMI) team for the annual Iowa NAMI walk.

Member of the Miracle League volunteers.

# Joyce Claman

## Manager of Appeals, Grievances, and Complaints

### EXPERIENCE

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#### Appeal Coordinator, Magellan Behavioral of Iowa

November 2007 - Present

- Process all clinical and administrative appeals
- Prepare clinical appeal files for review by the Medical Director or Physician Advisor
- Log and case note all decisions and prepare resolution letters to be sent to client, physician and facility
- Coordinate a weekly meeting for administrative non-authorizations and claim denials. Research the claim denials on the internal As400 system to determine what further steps are needed to resolve the claim denials. Also enter authorizations as needed following the decisions received from the committee. Coordinate with the Administrative Manager if a claim needs to be adjusted and /or resubmitted for processing.
- Receive calls from providers and/or internal customer service associates to discuss claim denials.
- Provide instructions on filing appeals to providers and/or client including the timeframes that need to be met in order to process the appeal request.
- Process all complaints (grievances) that are received, which can include following up with whoever is complaining and resolving the complaint. A letter is sent out to the complainant with the resolution that was achieved and they are given contact information for Magellan if they need further direction and/or information. This information is also included in the quarterly report.
- Process all compliments that are received and report this information in the quarterly report.
- Coordinate the State Fair Hearing process with the Medical Director, Clinical Director and Manager of Clinical Services. Prepare the information that is needed for the hearing and send it to the parties who are participating in the hearing. Also serve as a contact person if the Administrative Law Judge needs further information or if there is a scheduling conflict.
- Review the non-authorization letters on a daily basis to ensure that the letters are being sent out with the correct information. Also serve as a back -up to this process when the administrative assistant is out of the office.
- Provide back -up assistance to the QI Specialist on an as needed basis to include the processing of critical incidents that are received.
- Attend the Quality Improvement Committee on a monthly basis; attend the CEU committee and Members services committee on a quarterly basis.

## **Administrative Assistant**

1998 - 2007

- Support Senior Staff, Quality Improvement and Administrative Departments
- Assist the QI Manager and the Medical Director with correspondence and maintain their schedules as well as the schedules for the QI Clinical Reviewers. Assisting with travel arrangements on an as needed basis.
- Record and distribute the minutes and prepare all meeting materials, including the ballots, for the PPRC meeting on a bi-monthly basis. Prepare a summary of the monthly All – Staff meeting and post this to the internal webpage.
- Coordinate documentation for the clinical denial appeal process. This includes verifying that requests for an appeal meet timeframes, preparing files for physician advisors to review; receiving decisions from the physician advisors and sending out a letter to notify the appropriate parties of the decision.
- Answering calls from providers in regards to claim status and inquires about the appeal process. Utilize an Access database, As400 and Microsoft Word to complete this process.
- Coordinate the state fair hearing process with the Medical Director and Clinical Director.

## **LICENSURE(S) AND CERTIFICATION(S)**

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### **Des Moines Area Community College**

Medical Coding – Certificate, 2007

Review of ICD-9, CPT coding. Review of Medicare, Medicaid, Commercial Insurance Procedures. Reviewed the completion of the CMS insurance form, formerly the HCFA 1500. Refresher of medical terminology

## **PROFESSIONAL EDUCATION**

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### **Spencer School of Business**

Medical secretary, 1985

### **Des Moines Area Community College**

Classes have included Psychology, Sociology, Intro to Computers, Developmental psychology, Intro to Literature

## **COMMUNITY SERVICE**

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Coordinated the Adopt-A-Family in 2004 and 2008 for one of Magellan's charitable event.

Meal preparation for a homeless shelter in Des Moines in 2005