



HEALTH CARE REFORM ENGAGEMENT SYMPOSIUM

Speaker Biographies

Kimberly Cammarata

Kimberly Cammarata is an Assistant Attorney and the Director of the Consumer Protection Division's Health Education and Advocacy Unit. The Unit offers mediation services to consumers who have a billing issue with their health care provider or a coverage dispute with their health insurance provider. Ms. Cammarata enforces Maryland's consumer protection laws when health related professionals violate the Consumer Protection Act and is responsible for identifying and developing legislative and regulatory priorities for matters that affect health care consumers.

Prior to joining the Consumer Protection Division, Kim spent nearly ten years prosecuting health care providers as an Assistant Attorney General for Maryland's health occupations licensing boards.

Ms. Cammarata serves as an instructor for the National Attorneys' General Training and Research Institute and serves as a member of several health policy boards, including the Health Information Exchange Policy Board. Ms. Cammarata previously served as a member of the Maryland Commission on Autism.

Ms. Cammarata, while serving on the Attorney Roundtable of the American Association of Dental Examiners was a contributing member/author of several guideline documents published by the Association.

Married with two teenaged sons, Kim resides with her family in Perry Hall, Maryland.

Michelle Clark, MSW, MPH

Michelle Clark, MSW, MPH serves as the Executive Director (ED), Maryland Rural Health Association (MRHA). Ms. Clark graduated from the University of Notre Dame after being raised in Bowie, Maryland and attending Prince George's County public schools. She is former Naval Officer and was honorably discharged after being forward deployed in the Persian Gulf. Ms. Clark was awarded a joint Masters in Social Work from University of Maryland, Baltimore (UMB) and Masters of Public Health (MPH) from the Johns Hopkins University. Following her joint masters she was a Research Associate at the Innovations Institute, University of Maryland and worked on evaluating child mental health programs.

Ms. Clark served as the Director of the State Office of Rural Health from 2007-2009 at the Department of Health and Mental Hygiene. She has served as ED of MRHA since 2010. MRHA was awarded a federal network rural health planning grant to seed the Rural Action Enrollment Network (RAEN) in Western Maryland. MRHA, a member association of rural health care providers, has a mission to advocate and educate for quality of health in rural Maryland. Michelle is still trying to master raising her three children with her husband in Baltimore City.

Judy Crane

Trained as a radiology technician at Norfolk Hospital and as an interventional specialist at the University of Virginia, Judy went on to a successful 21-year career in medical sales. In 2005, she suffered a dissected aorta followed by a stroke. After her recovery, she continued her sales career part-time in pharmacy services and home appraisals.

At this time, Judy also became an active advocate for people affected by aphasia. With the support of Speech Therapist Angela Sommers, she founded YACC, the Young Aphasia Communication Club in Annapolis, Maryland. She was a former board member and volunteer at SCALE, the Snyder Center for Aphasia Life Enhancement in Baltimore, and the former co-editor of the Maryland Stroke Alliance Newsletter. She is currently a patient advisor for the Stroke Committee and a member of the Patient and Family Advisory Council at Anne Arundel Medical Center in Annapolis, MD. As a patient advisor, she organized the Stroke Club and was the founder of Peer-to-Peer program for stroke patients at AAMC.

Judy speaks often about her personal story of recovery, and addresses patient-focused issues for healthcare professionals from the perspective of a stroke survivor. Also, she is a passionate advocate for aphasia awareness, speaking to patients and families, community businesses, and health providers.

Judy lives in Millersville, Maryland with her husband Steve, and has two children, Laura and Will.

Suzanne Curry

Suzanne Curry is a Senior Health Policy Manager at Health Care For All. In this position, she coordinates HCFA's health reform policy work and staffs the Affordable Care Today (ACT!!) Coalition, a broad-based group focused on implementation of Massachusetts health reform and the Affordable Care Act. Prior to joining Health Care For All, Suzanne held various positions, among them an organizer for the Services Employees International Union (SEIU) Local 888, SEIU's Massachusetts local for public sector workers. She holds a B.A. in Sociology and Political Science from Boston University.

Adrienne Ellis

Adrienne Ellis is the Director of Healthcare Reform and Community Engagement at the Mental Health Association of Maryland. In her current role, she is the lead on healthcare reform policy at MHAMD. Adrienne is excited about leading MHAMD's new Citizen Action Team, as way for community members to engage with MHAMD in an effort to ensure that the 1 in 5 Marylanders living with mental illness are able to live fulfilling, productive lives in their communities.

She is also responsible for the Maryland Parity Project, which provides outreach and education to consumers and providers of their new rights under the Mental Health Parity and Addiction Equity Act of 2008. Adrienne continues to assist providers and consumers navigate the often complicated, insurance appeals and grievance process. Before joining the Maryland Parity Project, Adrienne was the Research Director at an Annapolis-based government affairs firm. She has worked with Maryland state legislators in both health care and higher education arenas as a member of the government affairs team of the University of Maryland Baltimore. Adrienne holds a Master's Degree in Social Work with a Specialization in Management and Community Organizing from the University of Maryland, Baltimore.

Lena Hershkovitz

Lena Hershkovitz is the Vice President of Health Insurance Programs at HealthCare Access Maryland, where she works to decrease barriers to health insurance access for residents of Baltimore City, Baltimore County, and Anne Arundel County. Prior to HCAM, Lena was Plan Services Manager at the Maryland Health Benefit Exchange and the Director of Eligibility Services at Healthy Howard. Lena received her MPH from the Johns Hopkins Bloomberg School of Public Health and her BA from the University of Michigan. Lena also served as a Peace Corps Volunteer in Ghana, West Africa, working for the Carter Center's Guinea Worm Eradication Program.

Donna Kinzer

Donna Kinzer serves as the Executive Director of the Maryland Health Services Cost Review Commission (HSCRC). Ms. Kinzer took a leave from her consulting career in 2013 to help lead the HSCRC staff through development and implementation of hospital payment modernizations. In that role, she assisted leadership in developing the new All-Payer Model for Maryland and in obtaining the new Medicare Waiver. She is also leading the staff in implementation of the new Model.

Ms. Kinzer has focused her 40 year career on helping payers, providers, and other health care entities develop and implement new analytics, delivery approaches,

payment models, and supporting infrastructure in response to transformational market shifts, changing customer demands, and health care reform.

Theresa Lee

Theresa Lee, MPA, CPHQ, is Director of the Center for Quality Measurement and Reporting with the Maryland Health Care Commission, an independent state regulatory agency. As a career public servant, Ms Lee has focused on health information management and quality reporting for over twenty years. She oversees the Commission's public reporting initiatives for hospitals, long term care facilities, ambulatory surgery centers and health plans.

Shannon McMahon, MPA

Shannon M. McMahon, MPA, was appointed the Deputy Secretary of Health Care Financing at the Maryland Department of Health and Mental Hygiene in February, 2015. In this role, she is responsible for the state's Medicaid program.

Previously, Ms. McMahon was the Director of Coverage and Access at the Center for Health Care Strategies (CHCS) where she lead Medicaid eligibility, benefit design and purchasing implementation efforts and learning collaboratives for states and the federal government. Prior to CHCS, she worked in executive and management-level roles in Minnesota Medicaid, most recently as the Chief Administrative Officer, where she oversaw finance and operations for Minnesota's three public health care programs. Shannon also spent several years working on health policy issues as a non-partisan analyst at the Department of Legislative Services in Annapolis and also held the position of senior budget and policy adviser to the Secretary and Principal Deputy Secretary of Maryland's Department of Health and Mental Hygiene.

Shannon has a bachelor's degree in justice from American University, Washington, D.C. and a master's degree in public administration from Northeastern University, Boston, Massachusetts where she was a recipient of a full tuition public policy fellowship.

Lydia Mitts

Lydia Mitts is a Senior Policy Analyst at Families USA. She specializes in private insurance issues, including market reforms and financial assistance programs under the Affordable Care Act (ACA), wellness incentive programs, marketplace plan benefit design, and cost-sharing. She also specializes in health system transformation issues related to value-based insurance design and delivery and payment reform.

She has been published in prominent publications, including the Wall Street Journal, and regularly authors pieces on topics including, marketplace plan design, wellness programs and value-based insurance programs, Accountable Care Organizations in Medicaid, and the financial assistance available under the ACA. She also provides policy technical assistance to state organizations on a range of private insurance and health system transformation issues.

Jeanne Morris, BSN, RN

Jeanne Morris, BSN, RN is the Coordinator for Patient and Family Centered Care at Anne Arundel Medical Center. In this role, she promotes Patient and Family Centered Care in a variety of ways throughout the organization. She works very closely with AAMC Patient and Family Advisors and is responsible for their recruitment, orientation, placement and support. In 2011-2012 she was the coordinator for AAMC's AHRQ grant "Guide to Patient and Family Engagement in Hospital Quality and Safety". Jeanne has spoken on Patient and Family Centered Care and advisor engagement in many settings from an NPR broadcast to Partnership for Patients webinars. Prior to this work, she was a Nurse Navigator at the AAMC Breast Center.

Leni Preston

Leni Preston was one of the founding members of the Maryland Women's Coalition for Health Care Reform in 2006. She served as Vice Chair until 2010 when she took over as the Chair and volunteer Executive Director. She has created a collaborative state-wide model, informed by solid health policy, which has resulted in a positive impact on the lives of hundreds of thousands of Marylanders. The Coalition is now seen as the lead health policy and advocacy organization in Maryland. Leni has served on numerous committees, including the Maryland Health Benefit Exchange's Standing Advisory Committee and as Chair of the Health Services and Cost Review Commission's Consumer Engagement Task Force. In 2015, Families USA recognized her achievements with its prestigious *Consumer Health Advocate of the Year Award*.

Prior to forming the Coalition she worked professionally in the museum field. She then founded the firm of Preston & Associates, which consulted with museums and nonprofit organizations on strategic planning. She also applied her planning skills to the area of grassroots political advocacy. In 2005, with three other women from Montgomery County, Maryland, she created the *Grassroots Political Action Toolkit*. This was designed to provide tools and resource materials for those new to the political and advocacy fields. Throughout both her professional and volunteer careers she has been committed to educating, engaging and empowering others.

Carolyn A. Quattrocki

Carolyn Quattrocki is the Executive Director for the Maryland Health Benefit Exchange. Prior to her appointment, she served as Executive Director of the Governor's Office of Health Care Reform and Deputy Legislative Officer and health policy advisor in the Governor's Legislative Office, with primary responsibility for health care, insurance, and labor issues. Ms. Quattrocki also worked as a Special Assistant to Maryland Attorney General J. Joseph Curran, Jr., was a litigation associate at the law firm of Arnold & Porter in Washington, D.C., and a law clerk for the Honorable Frank A. Kaufman, Chief Judge of the United States District Court for the District of Maryland. Ms. Quattrocki has a law degree from Yale University and a B.A. from Northwestern University.

Lynn Quincy

Lynn Quincy is Director of the Health Care Value Hub at Consumers Union, the policy and advocacy division of Consumer Reports. The Health Care Value Hub is a new center that monitors and synthesizes evidence to help advocates work on health care cost and value issues. More generally, Ms. Quincy works at the federal and state levels on a wide variety of policy issues, with a particular focus on health care costs, transparency, consumer protections, and consumers' health insurance literacy. Recent work includes: convening a conference for advocates on rising health care costs, a mixed methods study to better understand how to better engage consumers around health care cost and value issues, consumer-testing explanations of the new health premium tax credit; studying consumer reactions to new health insurance disclosure forms; launching an initiative to measure consumers' health insurance literacy; and a study that examines the use of "choice architecture" in health plan chooser tools. Ms. Quincy serves as a consumer expert in several venues, including as a consumer representative with the National Association of Insurance Commissioners, on a technical expert panel advising the development of new enrollee satisfaction surveys, and on an advisory group that focuses on consumer price transparency.

Prior to joining Consumers Union, Ms. Quincy held senior positions with Mathematica Policy Research, Inc., the Institute for Health Policy Solutions and Watson Wyatt Worldwide (now Towers Watson). She holds a master's degree in economics from the University of Maryland.

Commissioner Al Redmer, Jr.

Alfred W. Redmer Jr. was appointed Maryland Insurance Commissioner by Governor Lawrence J. Hogan Jr. in January 2015. He previously served as Commissioner from June 2003 until October 2005. A respected businessman and former member of the Maryland General Assembly, Commissioner Redmer most recently managed Redmer Insurance Group, LLC, and owned Redmer Financial Group. His business experience includes time as partner and president of Landmark Insurance & Financial Group and as chief executive officer of Coventry Health Care of Delaware Inc.

During his 13-year tenure in the General Assembly representing Baltimore County, Commissioner Redmer served two years as the House Minority Leader. Throughout his career, he has stayed involved in numerous community and nonprofit organizations.

At the Maryland Insurance Administration, Commissioner Redmer oversees the independent agency's approximately 266 employees and an annual budget of \$26 million. He also represents the state's interests as part of the National Association of Insurance Commissioners. A native Marylander, the Commissioner lives in Baltimore County. Together, he and his wife have five children and five grandchildren.

Madeleine A. Shea, Ph.D.

Madeleine Shea is the Deputy Director of the Office of Minority Health at the Centers for Medicare and Medicaid Services (CMS). She brings her expertise and passion for performance measurement, improving social health determinants and advocacy for disadvantaged groups to CMS OMH, where she develops infrastructure, policies, partnerships and programs to reduce disparities in access to health care, and in the quality and outcomes of Medicare and Medicaid coverage. Prior to this position, Dr. Shea was the Director of the Disparities National Coordinating Center for Medicare Quality Improvement Organizations where she led Medicare disparities analytics and the diffusion of evidence based interventions to reduce racial and ethnic disparities in chronic disease, adverse drug events, and preventive health care access. Dr. Shea was a lead architect for Maryland's framework for health reform, which included developing performance measures from multiple data sources to chart the State's and local jurisdictions' progress in meeting population health goals. She coached local health improvement coalitions statewide on how to align their actions to meet locally determined health targets. Dr. Shea has held leadership positions in Baltimore City and the State of Maryland in healthy homes, asthma, HIV/AIDS and chronic disease, and served on the Board of Trustees and on the Executive Committee of Baltimore Medical System, a multi-site Federally Qualified Health Center in Maryland. She has also served on numerous other national and state committees, advisory groups, and boards, including Maryland's Medicare Waiver Performance Measurement Workgroup and the Maryland Women's Coalition for Health Care Reform. Dr. Shea's service career started in the Peace Corps in Liberia. She holds degrees in Economics, Management and Public Policy.

Madeleine A. Shea, Ph.D.

Dr. Shea's leadership in health policy and advocacy in Maryland over the past 25 years has focused on improving health determinants and outcomes among vulnerable populations, including those infected with HIV, children with asthma, the disabled, and persons with multiple chronic health conditions. Dr. Shea was the chief architect of Maryland's State Health Improvement Process (SHIP), the multi sector framework for health reform in the state, and recently, she directed the Disparities National Coordinating Center, where she coached Medicare Quality Improvement Organizations to identify and reduce health disparities by race, ethnicity, gender, geography, poverty and disability. Dr. Shea serves on the HSCRC's Medicare Waiver Performance Measurement Workgroup and the Hospital Community Benefits Workgroup where she offers a consumer's voice and perspective, and broad public health expertise to policy planning and analysis. With a degree in Economics, Dr. Shea began her health and human service career in 1983 in the US Peace Corps in Liberia. She subsequently earned advanced degrees in Business and Public Policy and worked in the fields of community development, health promotion and prevention, program evaluation, home environmental health, community health, and health policy. Dr. Shea has served on numerous national, state and local boards, councils and workgroups to advance effective prevention practice and health equity.

Hillery Tsumba

Hillery Tsumba is the Manager of Communications and Development, Primary Care Coalition of Montgomery County, Maryland, Inc. Ms. Tsumba recently served as a member of Maryland Health Services and Cost Review Commission's Consumer Engagement Task Force charged with recommending communications strategies to inform and engage stakeholders in ensuring Maryland's New All Payer Model for hospital payments is successful (the model places all Maryland hospitals under global budgets with strict growth caps.)

Currently Ms. Tsumba is the Manager of Communications and Development at the Primary Care Coalition of Montgomery County where she is responsible for communicating the vision, mission, and impact of PCC to a variety of stakeholders including elected officials, staff and leaders at safety-net clinical sites, and the patients PCC serves. Before joining the PCC, Ms. Tsumba was a Director at Reingold, Inc., a strategic communications firm, where she was responsible for developing and implementing campaigns for a variety of clients. Ms. Tsumba brought creative vision and technical execution to the campaigns she managed and has won awards for a programs ranging from the *Healthy Women. Health Babies* campaign which helped prevent birth defects by educating women

about pre-natal nutrition, to the *You Have Choices in Breast Reconstruction* campaign which taught women with breast cancer about their options after a mastectomy.

Ms. Tsumba also provided comprehensive communications support for the U.S. Administration on Aging. She oversaw three annual celebrations of Older Americans Month, which united aging service providers from across the U.S. in community building activities for older adults. And she conducted extensive research on the feasibility of a national campaign on elder abuse prevention. Ms. Tsumba was invited to present her findings and recommendations—which were adopted—at the inaugural meeting of the U.S. Elder Justice Coordinating Council.

Benjamin Turner, MPP, CPHQ

Benjamin Turner, MPP, CPHQ is Program Manager with the Primary Care Coalition of Montgomery County. Ben Turner oversees the performance management of the Capital Region Health Connector Entity, responsible for outreach and in-person enrollment assistance for the Affordable Care Act in Montgomery and Prince George's Counties.

Mr. Turner's background centers on improving health equity. This includes work at safety-net clinics, as a community organizer, and in policy advocacy, as well as multivariate regression analysis estimating the impact of local programs on access to healthcare. He has been with the Primary Care Coalition since 2012.

Renee Barnett Webster, REHS

Renee Webster is the Assistant Director for the Hospitals, Laboratories and Patient Safety Unit at the Office of Health Care Quality of the Maryland Department of Health and Mental Hygiene. Since 1980, she has worked in various capacities at the Office of Health Care Quality including a surveyor and administrative coordinator for hospitals, long term care facilities and other health care providers for licensure and federal certification purposes. She has served as Assistant Director in the Office of Health Care Quality with oversight of hospitals and HMOs since 2000. The Maryland Patient Safety Program and Laboratories was added to her areas of responsibility in subsequent years. She has also served on numerous workgroups and committees related to patient safety and quality in Maryland hospitals.