First Stop Enrollment: Getting it Right for Medicare-Medicaid Enrollees

Speaker Biographies

Opening Remarks

Lindsay P. Barnette, MPH
Director, Models, Demonstrations and Analysis Group, Medicare-Medicaid Coordination Office
Centers for Medicare & Medicaid Services (CMS)

Lindsay Barnette currently directs demonstrations, models, and analytics for the CMS Medicare-Medicaid Coordination Office (MMCO) and previously led the team implementing the capitated models under the Medicare-Medicare Financial Alignment Initiative. Prior to joining MMCO in 2010, she spent six years at the Center for Health Care Strategies designing/leading state technical assistance initiatives aimed at promoting integrated care for dual eligibles and Medicaid managed long-term supports and services programs. Lindsay has a Masters in Public Health – with a focus on health policy and management – from Columbia University’s Joseph L. Mailman School of Public Health and a bachelor’s degree from the University of Virginia.

Consumer Perspectives on Enrollment: Findings and Recommendations

Carolyn (Carrie) Fisher
Research and Evaluation Scientist, Institute for Community Health

Carrie earned her PhD in Cultural Anthropology from the Graduate Center of the City University of New York (CUNY). At ICH, Carrie leads evaluation and applied research projects with a focus on health-related advocacy and policy, trauma and trauma-informed approaches to evaluation, qualitative methods, and equitable evaluation. She has lectured and led workshops and webinars on community engagement, trauma-informed approaches, and qualitative methods for a wide range of audiences.
Reactor Panel: Stakeholder Perspectives on Enrollment

Melanie Bella
Chief of New Business & Policy, Cityblock Health

Melanie has spent her career focused on transforming care for complex and costly populations in the Medicaid and Medicare programs. Before Cityblock, Melanie served as the first Director of the Medicare-Medicaid Coordination Office at the Centers for Medicare and Medicaid Services (CMS). Under her leadership, CMS designed and launched demonstrations across the country to test new delivery system and payment models for Medicare-Medicaid enrollees in both community and institutional settings, caring for more than 400,000 lives.

Prior to that, she was the Medicaid director for the state of Indiana, and then the senior vice president for policy and operations at the Center for Health Care Strategies. There, she led the organization’s efforts to integrate care for complex populations and directed a unique leadership training institute.

Melanie earned a master’s degree in business administration from Harvard Business School.

Thomas Pham
Vice President of Strategy, Inland Empire Health Plan (IEHP)

Thomas leads the development and the execution of IEHP’s multi-year strategic plan. With more than 20 years of healthcare experience, he oversees the business diversification portfolio and the development of new healthcare coverage products and new businesses. He is also responsible for strategies to enhance IEHP’s existing products performance and drive membership growth.

Thomas received a Master’s in Public Health with an emphasis in Healthcare Administration from Loma Linda University and bachelor’s degree from University of California, Los Angeles.
Melissa Simpson  
Assistant Director, Administration for Community Living (ACL) Office of Healthcare Information and Counseling (OHIC)

Melissa is the assistant director of the ACL OHIC. OHIC administers three grant programs to support states Medicare beneficiaries in navigating and affording their benefits and protecting themselves from fraudulent activity known as the State Health Insurance and Assistance Program (SHIP), Senior Medicare Patrol (SMP), and the Medicare Improvements for Patients and Providers Act (MIPPA).

Melissa supports with the overall management of the office, staff, and the program projects and activities. In addition, she leads interagency work providing technical assistance to CMS Financial Alignment Initiative (FAI) Ombudsman and SHIP grantees.

Melissa joined OHIC in December 2016. She has extensive experience building partnerships to support grantees and working directly with Medicare beneficiaries at the state and national level. She worked as a senior program manager in the Center for Benefits Access at the National Council on Aging and served as the director of the State Health Insurance Assistance Program (SHIP) in Arkansas. She also worked in fundraising, marketing, and volunteer management with Big Brothers Big Sisters of Central Arkansas and the Heart of Arkansas United Way. She holds a Master of Public Administration, a Bachelor of Science in Business Administration, and a Volunteer Program Management Certificate.
Stella Van Den Eeden
Avisery Training Specialist, AgeOptions

Stella Van Den Eeden, MSW is a training specialist for Avisery by AgeOptions. She provides education on Medicare and Medicaid to professionals and beneficiaries. Stella provides technical assistance to professionals on HelpHub, an online message board for benefit professionals. She is a certified Senior Health Insurance Program (SHIP) Counselor. Stella completed Loyola University Chicago’s five year BSW/MSW degree program. Through her field placements she interned at Illinois Collaboration on Youth (ICOY) and worked at their Medicaid Technical Assistance Center on helping providers navigate Medicaid Managed Care. Before her time at ICOY, Stella interned at StreetWise Inc.

Karla Warren
Integrated Care Manager, Ohio Department of Medicaid

Karla Warren serves as the Integrated Care Manager at the Ohio Department of Medicaid where she serves as the agency lead on initiatives for improving care for dually eligible Ohioans. In this role, Karla manages MyCare Ohio, the state’s dual demonstration program. Her responsibilities include managing the related 3-way contract, as well as the applicable waiver authorities. Additionally, she manages the state’s D-SNP policy and contracts.
Community Catalyst Staff

Emily Stewart
Executive Director, Community Catalyst

Emily Stewart is the Executive Director of Community Catalyst. In this role, Emily oversees the overall direction of Community Catalyst’s work to empower consumer voices in health and health care decision-making. She is responsible for the strategic, programmatic, financial and operational leadership of the organization, as well as for its 501 (c) 4 affiliate, the Community Catalyst Action Fund.

Emily brings more than two decades of health care advocacy, campaign, and organizing experience to this role. Most recently, Emily served as the Vice President of Public Policy for Planned Parenthood Federation of America and Planned Parenthood Action Fund, where she led some of Planned Parenthood’s most impactful strategic initiatives and campaigns to protect and expand access to sexual and reproductive health care, including the I Stand with Planned Parenthood (ISWPP) campaign to defeat efforts to repeal the Affordable Care Act (ACA) and “defund” Planned Parenthood. Emily oversaw Planned Parenthood’s ACA implementation advocacy, including the successful effort to guarantee no co-pay coverage for birth control for 60 million women in America. A recognized health care policy, finance, and delivery expert, Emily also led Planned Parenthood’s work to ensure the unique health care needs of people of reproductive age were being met, especially as the health care system undergoes sweeping change.

Prior to her work at Planned Parenthood, Emily managed health policy and advocacy initiatives for a range of progressive organizations focused on advancing people’s health and rights. She lives in Boston, Massachusetts with her husband.
Rachelle Brill
Senior Policy Analyst, Center for Consumer Engagement in Health Innovation

As a Senior Policy Analyst, Rachelle specializes in eligibility and enrollment policy for public health insurance programs such as Medicaid. She currently serves on a project aimed at improving care for Medicare-Medicaid beneficiaries (dual eligibles), and analyzes policies that promote consumer and community engagement in health system transformation.

Prior to joining Community Catalyst, Rachelle worked for the Boston College Legal Assistance Bureau, where she provided legal advice and support to low-income individuals regarding community economic development issues. She also worked for Planned Parenthood of the Southern Finger Lakes, and credits this experience with opening her eyes to the many barriers to health care access and how these barriers affect the well-being of individuals and communities. Rachelle received her B.A. from Cornell University and a J.D. from Boston College Law School.

Leena Sharma
Project Manager/Senior Policy Analyst, Center for Consumer Engagement in Health Innovation

As a project manager and senior policy analyst, Leena Sharma works in the Center for Consumer Engagement in Health Innovation. She provides policy expertise by translating knowledge and policies to support advocacy that promotes consumer and community engagement in health system transformation, with a strong focus on Medicare-Medicaid beneficiaries (dual eligibles). Leena also manages projects at the Center that focus the dually eligible population. Prior to this role, Leena served as the Senior State Advocacy Manager on the Voices for Better Health project, which brought a consumer voice to the design and implementation of new programs aimed at providing better coordinated, comprehensive, high-quality care to Medicare-Medicaid beneficiaries.

Prior to working at Community Catalyst, Leena worked at the Greater New Jersey Chapter of the Alzheimer’s Association, where she served as the Public Policy, Advocacy & Volunteer
Coordinator. There she worked on advancing the public policy advocacy efforts on behalf of those who struggle with Alzheimer's disease and their family caregivers. In addition, she also managed the volunteer program, from recruitment of volunteers, to training them and placing them in a volunteer position.

Leena holds a B.A. in Political Science from Rutgers University and a M.A. in Public Policy from Monmouth University.