

Kate McEvoy, Esq.

Kate McEvoy is currently serving as the Director of the Division of Health Services at the Department of Social Services, and is responsible for administration of medical, behavioral health, pharmacy, dental and transportation benefits for 640,000 Medicaid beneficiaries. Related, she oversees Connecticut's Administrative Services Organization contracts and associated special projects, including the Person-Centered Medical Home (PCMH) initiative, Rewards to Quit (incentive-based tobacco cessation program) and efforts in support of the Demonstration to Integrate Care for Medicare-Medicaid Enrollees. She is also responsible for oversight of diverse aspects of the Connecticut Strategic Rebalancing Plan, including the Money Follows the Person Program, nursing home diversification and workforce initiatives.

Previously, Kate served in an appointment as Assistant Comptroller/Policy Director with the Office of the State Comptroller (OSC), supporting Comptroller Kevin Lembo in a policy agenda that includes achieving improved health outcomes and cost savings in the state employee and retiree health plan, and state budget transparency. Prior to that she served for many years as Deputy Director of the Agency on Aging of South Central Connecticut, Inc. (AASCC).

Kate is a frequent lecturer on advance health care directives, conservatorship, Medicare, home and community-based services, entitlements and health policy issues. She served as the Chair of the Executive Committee of the Elder Law Section of the Connecticut Bar Association from 2006-2008, and periodically teaches as an adjunct at Quinnipiac School of Law. Kate is the author of the treatise, Connecticut Elder Law (Thomson/West, 2008) as well as numerous articles.

Kate is a graduate of Oberlin College with a B.A. in Economics and English and received her law degree from the University of Connecticut School of Law. She is admitted to practice in Connecticut.

VICTORIA L. VELTRI, J.D., LL.M.
State Healthcare Advocate
Brief Resume

Experience Highlights

- Appointed State Healthcare Advocate April 19, 2011 by Governor Dannel P. Malloy
- Manage twenty four full time employees: clinical, legal, policy and outreach and data staff
- Successfully applied for three Affordable Care Act federal consumer assistance grants yielding \$925,000 for the Office of the Healthcare Advocate (OHA) –www.ct.gov/oha
- Project Director for CT’s State Innovation Model Initiative (SIM) Model Design Grant-- \$2.8 million. Includes grant budget administration and overall management of initiative and multi-payer collaborations and consumer engagement. (Reports directly to Lieutenant Governor)
- Vice-Chair of Access Health CT, Connecticut’s Health Insurance Exchange, co-chair of personnel committee, member of finance and strategy committees
- Management of Navigator and In-Person Assister Program for Access Health CT— Community Assisters—under MOU with Access Health CT -\$3 million federal grant
- Wrote and issued report “Findings and Recommendations: Barriers to Access to Mental Health and Substance Use Services in Connecticut,” January 3, 2013, available at www.ct.gov/oha
- Led negotiations of insurance revisions on mental health and substance use provisions of Public Act 13-3, Connecticut’s “gun bill”, requiring 24 hour turnaround on MH/SU cases, robust clinical peer standard, transparency and uniformity in MH/SU criteria and visibility of OHA services to all CT employers/employees
- Secured \$85,000 grant from the Connecticut Health Foundation to perform an objective study of pay for performance strategies of the Connecticut Behavioral Health Partnership
- Created two new projects with Department of Children and Families and the Department of Social Services to pursue coverage of services to prevent cost-shifting to DCF’s voluntary Services Program and to state’s Medicaid program. (\$2.5 million saved in first six months of projects)
- Represented Connecticut healthcare consumers in the Connecticut Insurance Department’s rate hearings on individual and small group policies
- Conduct hundreds of outreach presentations on the Affordable Care Act and healthcare rights under private and public programs for consumers, providers, colleges, employer groups and non-profits around the state
- Lectures frequently at colleges and universities on health reform and advocacy
- Successfully co-led class action litigation to ensure access to oral health services for families enrolled in Connecticut’s Medicaid program
- Member, Council on Medical Assistance Program Oversight
- Member, Behavioral Health Task Force, established pursuant to Public Act 13-3

- Member, Healthcare Acquired Infections Committee
- Member, Governor's Healthcare Cabinet
- Member All-Payer Claims Database Advisory Council

Employment History

- State of Connecticut Office of the Healthcare Advocate, Hartford, CT, State Healthcare Advocate, April 2011-present
- State of Connecticut Office of the Healthcare Advocate, Hartford, CT, General Counsel, April 2006-April 2011
- Greater Hartford Legal Aid, Hartford, CT, Staff Attorney, September 1998-April 2006
- CIGNA, Bloomfield, CT, Regional Environmental Specialist, February 1995-August 1997
- CIGNA Environmental Health Laboratory, Cromwell, CT, Senior Chemist & QA Coordinator, June 1988-February 1995
- Pratt and Whitney Aircraft, East Hartford, CT, Chemist, June 1987-May 1988

Education

New York University School of Law, New York, NY, Master of Laws, General Studies, concentration in Public Interest Law, May 1998

Western New England College School of Law, Springfield, MA, Juris Doctor, Cum Laude, May 1995

University of Connecticut, Storrs, CT, Bachelor of Science, Chemistry, Magna cum Laude, May 1986

Additional Information

Bar Admissions

- United States Second Circuit Court of Appeals, 2005
- United States District Court, District of Connecticut, 1998
- New York, June 1996
- Connecticut, November 1995

Organizational/Board Memberships

- University of Connecticut School of Business Healthcare Management Advisory Board
- American Health Lawyers Association-member
 - Payors, Plans & Managed Care Practice Group-member

Office of the Healthcare Advocate

Job Opportunity

Administrative Assistant

Examples of Duties: Performs the most complex office administrative duties as described in the following areas:

TYPING: Using a personal computer or other electronic equipment, formats and types a full range of correspondence, reports, bills, drafts, etc. from rough draft, transcription, dictated notes, etc.; proofreads for content; edits using knowledge of grammar, punctuation and spelling.

FILING: Designs office filing systems; organizes and maintains files (including confidential files); maintains, updates and reviews references materials and manuals.

CORRESPONDENCE: Composes complex letters and/or memoranda, etc. (e.g. explaining department practices and/or policies) for own or manager's signature.

REPORT WRITING: Researches and assembles information from a variety of sources and prepares statistical and/or narrative reports; analyzes information and may make recommendations.

INTERPERSONAL: Acts for manager by interpreting established policies and procedures, etc.; troubleshoots by relieving manager of as much administrative detail as possible; acts for and regularly makes decisions in manager's absence (within prescribed limits of authority).

PROCESSING: Screens letters, memos, reports and other materials to determine action required; may make recommendations to supervisor.

PERSONAL SECRETARY: Arranges and coordinates meetings (including space and equipment); researches, assembles and coordinates meeting materials (e.g. charts, graphs, reports); writes minutes of meetings, lectures, conferences, etc. from rough draft; takes notes using shorthand, speedwriting or machine transcription; prepares expense accounts; makes travel arrangements.

OFFICE MANAGEMENT: Authorizes purchases and payments (within prescribed limits of authority); develops input and prepares documentation for office and/or department budget; coordinates budget control and monitoring; develops office and/or department procedural manuals; assists in interviewing and hiring office support staff; trains office support staff; may supervise office support staff; performs related duties as required.

Preferred Skills and Ability: Considerable knowledge of office administration and management; considerable knowledge of department and/or unit policies and procedures; considerable knowledge of proper grammar, punctuation and spelling; considerable knowledge of business communications; knowledge of business math; considerable interpersonal skills; ability to operate office equipment which includes personal computers and other electronic equipment; ability to operate office suite software; ability to take notes (shorthand, speedwriting or other method acceptable to manager).

General Experience: Four (4) years' experience above the routine clerk level in office support

or secretarial work.

Special Experience: One (1) year of the General Experience must have been as a Secretary 2 or its equivalent.

Substitutions Allowed: College training in the secretarial sciences may be substituted for the General Experience on the basis of 15 semester hours equalling one-half (1/2) year of experience to a maximum of two (2) years.

Office of the Healthcare Advocate

Job Opportunity

Health Program Associate

Duties include but not limited to: The specific duties and responsibilities of this generic class vary widely depending on the nature of the program and the current stage in its life cycle. Typical examples of duties include the following: serves as regional coordinator for a statewide health program or project with responsibility for developing and maintaining appropriate programs, projects and liaisons in their assigned regions; participates in planning, organization and implementation of a statewide health program by having responsibility for major components of program such as staffing, work assignment and distribution decisions; initiates and oversees public relations efforts; establishes and maintains relationships involved in program within agency and with other state, community or public agencies; assists division head in expediting program; prepares comprehensive reports on planning and progress of program; develops objectives so program functions within cost estimates; analyzes, evaluates and interprets data; advises and participates in formulation of task forces within or outside agency and coordinates activities so program is successfully accomplished; works with federal, state and community agencies on new, proposed or revised programs to clarify or develop objectives, determine method of integrating programs in agency operations and establish cost estimates; provides technical assistance to community agencies; assists in drafting of legislation and regulations; gathers fiscal and programmatic data on programs and participates in planning budget and programmatic aspects of program; may also be assigned to conduct health planning, program monitoring and grants management for particular programs; may be involved in approval of grants or projects; may speak publicly about program issues and develop information for public distribution; performs related duties as required.

Preferred Skills: Considerable knowledge of purposes, plans, objectives and programs of public health agencies including changing patterns of preventive medicine and environmental health; considerable knowledge of relationships between risk factors and evidence of health problems; considerable knowledge of changing aspects of social-medical philosophies; knowledge of research and evaluation design methodologies; knowledge of state and community organizations and programs involved in field of public health and medical care; considerable oral and written communication skills; interpersonal skills; considerable ability to plan, organize and direct a complex technical program; ability to analyze, evaluate and interpret data; ability to lead and train staff.

General Experience: Seven (7) years of professional experience in a health organization.

Special Experience: One (1) year of the General Experience must have been in health care program administration, a health systems agency or other health care organization in at least one of the following areas: Grant writing or monitoring, formal program planning; development, management or evaluation; or program consultation

Substitutions Allowed:

Substitutions Allowed:

1. College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equalling one half (1/2) year of experience to a maximum of four (4) years for a Bachelor's degree.
2. A Master's degree in health education, hospital administration, public administration, public health or other closely related field may be substituted for one (1) additional year of the General Experience.
3. For State Employees one (1) year as a Health Program Assistant 2 may substitute for the General and Special Experience.

Office of the Healthcare Advocate

Job Opportunity

Insurance Program Manager

Examples of Duties: Directs staff and operations of assigned program(s); coordinates and plans program(s) activities; formulates or assists in formulation of program(s) goals and objectives; develops or assists in development of related policy; interprets and administers pertinent laws and regulations; assists in preparation of program budget; maintains contacts with individuals both within and outside of division who might impact on program activities; develops, implements and manages training programs for assigned staff consisting of on-the-job training, in-house training programs and formal education; resolves disciplinary issues; performs related duties as required. Develops, implements and manages programs and activities related to promoting and protecting interests of individuals covered under managed care health plans in Connecticut; educates and assists consumers with external appeal process; facilitates complex consumer complaints especially those involving medical necessity; reviews and resolves consumer complaints; provides assistance to consumers in managed care plan selection.

Skills and Ability: Considerable knowledge of and ability to apply relevant state and federal laws, statutes and regulations; considerable knowledge of financial and business operations, statutory accounting and examination financial procedures related to insurers, fraternal benefit societies, hospital and medical service corporations and health maintenance organizations; considerable knowledge of health benefits, case management, utilization review and managed care appeals processes; considerable knowledge of consumer issues in area of health insurance or managed care; considerable knowledge of program development and management in areas of health care, health insurance and customer service; knowledge of and ability to apply management principles and techniques; knowledge of business operations of health care providers and health maintenance organizations; knowledge of methods used by other state insurance regulatory bodies; knowledge of in-service training and instructional methods; knowledge of economic and research techniques; knowledge of state legislative process; considerable interpersonal skills; considerable oral and written communication skills; ability to interpret proposed legislation and determine application and impact on program.

General Experience: Nine (9) years of experience in insurance regulation, the insurance industry, managed care or health care administration.

Special Experience: At least two (2) years of the General Experience must have been in a lead capacity over professional staff.

Note:

For state employees this is interpreted at the level of Insurance Associate Examiner.

Substitutions Allowed: (1) College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equalling one-half (1/2) year of experience to a maximum of four (4) years for a Bachelor's degree.

(2) A Master's degree in accounting, business, health care management, insurance, finance,

economics or actuarial science may be substituted for one (1) additional year of the General Experience.

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Office of the Healthcare Advocate

Job Opportunity

Nurse Consultant (Healthcare Advocate)

Duties include but not limited to: Investigates consumer complaints against insurance companies; analyzes complaints for possible violation of state statutes, regulations and guidelines; leads internal case review; reviews medical records and consults with treating physician and other medical experts to build cases for "medical necessity" under Connecticut law; coordinates internal and external consumer appeals; liaison with health plans, providers, consumers, families, government agencies; interviews consumers, families and providers to collect facts related to an appeal; drafts testimony for consumer and providers for appeal hearings; leads consumer presentation at appeal hearings; refers cases to other state agencies in consultation with Program Manager; assists in the design of and participates in agency quality improvement activities; develops and conducts outreach, presentations and front-line consumer education through the toll-free line or participates in health fairs; performs related duties as required.

Preferred Skills and Ability: Considerable knowledge of health insurance and managed care; considerable internal and external insurance appeal processes; knowledge of state insurance law; knowledge of the impact of the federal Employee Retirement Income Security Act (ERISA) on state regulation of insurance; knowledge of medical terminology; knowledge of medical procedures and billing codes.

General Experience: Four (4) years of experience as a professional nurse in a position involving medical/surgical or mental health practices.

Special Experience: Two (2) years of the General Experience must have been a utilization review nurse or as a nurse working in the health insurance or healthcare industry on insurance coverage activities.

Substitutions Allowed: (1) A Bachelor's degree in nursing may be substituted for one (1) year of the General Experience. (2) A Master's degree in health services administration, nursing or public health may be substituted for one (1) additional year of the General Experience

Special Requirements: (1) Incumbents in this class must possess and retain a current license as a registered professional nurse in Connecticut. (2) Incumbents in this class may be required to travel.