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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF MEDICAID SERVICES

Lori A. Shibinette
Commissioner

Henry D. Lipman
Director

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October 26, 2021

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 94:6, the Department of Administrative Services respectfully requests to place Jordan McCormick at Step 6 for the position of Medicaid Provider Relations Manager, Position #9U390, unclassified salary grade EE, earning $90,298, effective upon Governor and Council approval. 50% General Funds and 50% Federal Funds.

EXPLANATION

The Provider Relations Manager is the Department's primary liaison with the over 30,000 medical providers enrolled with NH Medicaid. This position ensures that Medicaid providers receive critical updates on programmatic changes and responds to provider questions or concerns. These communications are essential for ensuring compliance with state and federal Medicaid requirements.

Ms. McCormick holds a Masters of Public Health from the University of California, Berkeley and has most recently worked within NH Department of Health and Human Services as a Planning Chief for the Division of Public Health as part of the COVID-19 response. In this role, she has crafted numerous public facing communications and led a variety of teams as part of the State's Covid-19 response. This experience coupled with the fact that Department staff know and view her as a strong team member will be highly valuable to the Division of Medicaid (DMS), as well as allow her to continue to be an asset to the Department overall. Based on her experience and skills Ms. McCormick is exceptionally well qualified to direct and implement strategies for the development and management of provider networks. In addition to Ms. McCormick's education and experience, the hiring landscape supports appointment at Step 6.

The incumbent retired in May of 2020 and the position has remained vacant since then in part due to the hiring freeze in 2020 and the challenge of finding highly qualified individuals with sufficient work experience to fill this position at lower salary steps. I respectfully request that Ms. McCormick be placed in the Provider Relations Manager position, unclassified salary grade EE, at step 6.

Sincerely,

Lori A. Shibinette
Commissioner

JORDAN M. MCCORMICK

Master's of Public Health

EXPERIENCE

Co-Branch Director, Contact Tracing and Investigations

NH Dept. of Health and Human Services via Maxim Healthcare

Feb 2021 – Present | Concord, NH

- Build strong teams of COVID-19 contact tracers and case investigators; supervise staff throughout tenure with response.
- Continuously develop tracing and investigation protocols to meet public health needs based on evolving COVID-19 data.
- Implement quality assurance practices for continuous improvement of contact tracing operations.

Branch Director, Communications

NH Dept. of Health and Human Services via Maxim Healthcare

March 2021 – Present | Concord, NH

- Develop public, provider, and partner communication materials to support stakeholders throughout the state.
- Collaborate with various internal and external stakeholders to ensure the timely and effective delivery of COVID-19 updates and key information.

Planning Chief

NH Dept. of Health and Human Services via Maxim Healthcare

June 2020 – Feb 2021 | Concord, NH

- Directed hiring and training of all COVID-19 response staff; managed administrative needs of all staff.
- Cultivated relationships across operations sections, ensuring a highly coordinated response.
- Supervised customer service team.

Strategic Data Planning Analyst

Northeast Rehabilitation Hospital

May 2019 – March 2020 | Salem, NH

- Managed the hospital database and provided progress reports of budgetary goals and dashboards of network performance.
- Provided presentations on the value of inpatient rehabilitation, leading to increased admissions.
- Developed a strategic plan for business development of the Northeast Rehabilitation Network.

Program Manager, Mission Delivery

American Cancer Society

June 2018 – May 2019 | Bedford, NH

- Managed 4 volunteer service programs across New Hampshire and Vermont and over 120 associated volunteers.
- Cultivated relationships with hospital partners throughout the northeast region to coordinate care and develop programs for patients.

SKILLS

- SQL
- R
- STATA
- Microsoft Excel
- Contact Tracing

EDUCATION

Master of Public Health - University of California, Berkeley

GPA: 4.0

Bachelor of Arts, Psychology - Boston College

GPA: 3.89 *Summa Cum Laude*

PUBLICATIONS

Attitudes and Actions towards Toxic Chemicals: An Environmental Health and Risk Perception Survey of Massachusetts Childcare Providers. Children, Youth, and Environments 30(2), 2020