



Lori A. Weaver  
Interim Commissioner

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF THE COMMISSIONER

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-9200 1-800-852-3345 Ext. 9200  
Fax: 603-271-4912 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

July 13, 2023

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 Health and Human Services respectfully requests to place Jordan McCormick at Step 6 for the position of Director of Medicaid Policy and Clinical Programs, Position #9U459, unclassified salary grade FF, earning \$107,451.00 effective August 11, 2023, upon Governor and Council approval. 50% General Funds and 50% Federal Funds.

**EXPLANATION**

The Director of Medicaid Policy and Clinical Programs develops and leads key clinical programs, policy strategy, and administrative improvements for the Division of Medicaid Services. In close coordination with the Medicaid Director and other DHHS leadership, this position directs complex services, partnerships, and contracts that serve the Department's priority populations and provider communities. This position ensures effective oversight of significant expenditures for administering the Medicaid program.

Jordan McCormick currently serves as the Director of Provider Relations for the Division of Medicaid Services. In this role, she has effectively overseen Medicaid policy and operations for a range of providers throughout a period of significant changes and challenges for providers across the State. She has coordinated and championed Department efforts to further develop the Medicaid to Schools program, administered funding for safety net providers during the pandemic, improved provider compliance with billing requirements, and strengthened the delivery of non-emergency medical transportation. Her expertise and demonstrated success in clinical program administration, operational process improvement, strategy development, and Medicaid stakeholder management will position her strongly to succeed in this role.

Jordan McCormick holds degrees from the University of California, Berkeley, Master of Public Health, 2018 and Boston College, Bachelor of Arts, Psychology, 2014. Her experience with the Department and potential for future contributions will provide needed value to the Medicaid program. I respectfully request that she be placed in the Director of Medicaid Policy and Clinical Programs position, unclassified salary grade FF, at Step 6 with an effective start date of August 11, 2023.

Sincerely,

Lori A. Weaver  
Interim Commissioner

Jordan McCormick

## RELEVANT EXPERIENCE

---

**NH Dept. of Health and Human Services, Concord, NH** December 2021 – Present

*Director of Provider Relations, Division of Medicaid Services*

- Oversee key programs and initiatives within Medicaid, including Non-Emergency Medical Transportation and the Medicaid to Schools program
- Manage communications and customer service for all Medical Providers enrolled with NH Medicaid
- Improve oversight of the operations of the State's MMIS contractor

**NH Dept. of Health and Human Services (Maxim Healthcare), Concord, NH** February 2021 – Present

*Co-Branch Director, Contact Tracing/Interim Branch Director, Communications*

- Built and managed teams of COVID-19 responders
- Developed, implemented, and evaluated contact tracing protocols to limit the spread of COVID-19 in NH
- Developed public, provider, and partner communications to inform stakeholders across the state

**NH Dept. of Health and Human Services (Maxim Healthcare), Concord, NH** June 2020 – February 2021

*Planning Chief*

- Engaged with staff across operations sections and facilitated communication of response objectives
- Managed hiring, onboarding, and administrative demands of over 300 temporary staff, including developing and enforcing staff performance and safety protocols
- Lead customer service team in providing exceptional service to NH citizens with COVID-19 questions

**Northeast Rehabilitation Hospital, Salem, NH**

May 2019 – March 2020

*Strategic Planning Data Analyst*

- Managed the NRHN UDS database and provided progress reports on budgetary goals and summary dashboards of network performance
- Developed a strategic plan for business development of the Northeast Rehabilitation Network

**American Cancer Society, Bedford, NH**

June 2018 – May 2019

*Program Manager, Mission Delivery*

- Managed four volunteer service programs for the states of New Hampshire and Vermont
- Collaborated with internal and external partners to grow and support programs for cancer patients

*Operations Representative, Tewksbury, MA*

April 2017 – June 2018

*Americorps VISTA, Dorchester, Massachusetts*

November 2014 – November 2015

## SPECIALIZED SKILLS

---

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

## EDUCATION

---

**Master of Public Health - University of California, Berkeley**

December 2018

GPA: 4.0

**Bachelor of Arts, Psychology - Boston College**

May 2014

GPA: 3.89

## 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.