

ARC  
112

MAR 04 2026



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

Lori A. Weaver  
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

Morissa S. Henn  
Deputy Commissioner

February 18, 2026

Her Excellency, Governor Kelly A. Ayotte  
and the Honorable Executive Council  
State House  
Concord, NH 03301

**REQUESTED ACTION**

Pursuant to RSA: 94:6 the Department of Health and Human Services respectfully requests to place Olivia May at Step 6 for the position of Deputy Medicaid Director, Position #9U404, unclassified salary grade HH, earning \$128,912.00, effective March 6, 2026, upon Governor and Council approval. 50% General Funds and 50% Federal Funds.

**EXPLANATION**

The Deputy Medicaid Director position plays a major role in the development and administration of the strategy, goals, and objectives of the Division of Medicaid Services (DMS) in close coordination with the Medicaid Director. The Deputy Medicaid Director authorizes and directs senior-level policy development, evaluation, and administration; program and financial operations; and the implementation of DMS policies and procedures. In addition, the position translates Medicaid program strategy to Department goals within DMS operations, as well as leverages expertise on national trends and best practices in Medicaid policy strategy and execution to enhance what DMS services to beneficiaries in a financially responsible fashion. Finally, in the absence of the Medicaid Director, serves in that capacity.

A primary function of the Division of Medicaid Services is contracting and operating a health and dental insurance program for some of NH's most vulnerable and disadvantaged citizens. The underlying contracts with the Medicaid Managed Care Organizations are among the largest the state enters into and with major implications for the citizens served. Over the last four years, Ms. May has played an instrumental role in her current position as the Director of Medicaid Enterprise Development in supporting the oversight of the Managed Care Organization contracts and that of the State's Medicaid Dental program, as well as the programmatic aspects of Medicaid Management Information System projects. Ms. May, with her professional expertise, strong interpersonal skills and respected leadership style is well-positioned to expand her leadership oversight and responsibilities of these critical contracts.

Ms. May possesses a Master of Public Health, and Health Policy from Harvard T.H. Chan School of Public Health, Boston, Massachusetts, and a Bachelor of Arts from Wesleyan University, Middletown, Connecticut. She has previously worked for the American Institutes for Research, Boston, Massachusetts as a Researcher/Consultant in Payer Innovation. In that role she lead several operational and new policy initiatives for Centers for Medicare & Medicaid Services CCCIO (Center for Consumer Information and Insurance Oversight). In addition, she has worked as Manager for Tufts Health Plan Watertown, Massachusetts for the Transformation and Support Division of the MassHealth Program (the Massachusetts's Medicaid program).

Her Excellency, Governor Kelly A. Ayotte  
February 18, 2026  
Page 2 of 2

Based on her educational background, experience and demonstrated skills Ms. May is exceptionally well qualified to direct and implement strategies for the operations and development as well as provide leadership oversight of the Division of Medicaid Services, its integration with the entirety of DHHS programs and services, and Medicaid liaison with other state agencies that intersect with Medicaid.

Given Ms. May's education and experience and current max step of her unclassified salary grade of GG, I respectfully request that Ms. May be placed in the Deputy Medicaid Director position, unclassified salary grade HH, at step 6 which is consistent with personnel practices of increasing only 1 step when moving to a higher letter grade. Her effective date would be March 6, 2026.

Sincerely,



Lori A. Weaver  
Commissioner

Enclosure

# Olivia May

## Education

- Harvard T.H. Chan School of Public Health, Boston, MA** December 2018  
*Master of Public Health, Health Policy, Teaching Assistant for Economic Analysis*
- Wesleyan University, Middletown, CT** May 2014  
*Bachelor of Arts, Science in Society Program, Certificate in Writing*

## Experience

- New Hampshire DHHS, Concord, NH** Aug 2022-Present  
Director of Medicaid Enterprise Development
- Lead operational and program priorities for New Hampshire Medicaid program including managed care, dental, MMIS and other system projects, new provider initiatives and support leadership team on policy and fiscal management.
- American Institutes for Research (formerly IMPAQ), Boston, MA** Jan 2022-July 2022  
Researcher/Consultant in the Payer Innovation, Transformation and Support Division Senior Research Analyst October 2020-Jan 2022
- I lead several operational and new policy initiatives for the Center for Consumer Information and Insurance Oversight: interoperability and patient access APIs, network adequacy, and continuity of care under the No Surprises Act are my primary projects. I lead internal teams as well as manage external vendors to provide policy recommendations, regulatory support, implementation planning, and operational execution of insurer education and oversight.
- Tufts Health Plan, Watertown, MA** Jan 2019-Oct 2020  
MassHealth Program Manager (Product Department)
- Leadership and end-to-end oversight of business processes, policy implementation, and strategic initiatives for MassHealth (Medicaid/CHIP) Products (one MCO plan and four ACO partnership plans.)
  - Led internal process improvements and new IT implementation including: data vendor procurement, Medicaid business owner for enterprise claims processing system migration, cross-organizational financial data reconciliation effort, and provider data governance.
  - Primary liaison to Massachusetts Executive Office of Health and Human Services as well as other key state agencies; implemented state contract and monitored financial performance of MassHealth accountable care products.
- UnitedHealth Group, Phoenix, AZ** Summer 2018  
Strategic Initiatives Summer Associate, Clinical Medical Economics Team
- Performed data analysis for initiative on foster care and generated white paper on population risk stratification methods.
- National Partnership for Women & Families, Washington, DC** Nov 2015-Sept 2017  
Health Project Coordinator
- Facilitated technical expert panels and working groups on quality measures for CMS Hospital Compare program.
- Pulmonary Hypertension Association, Silver Spring, MD** Sept 2014-Oct 2015  
Patient & Caregiver Services Program Associate
- Led psychosocial support programs and engaged patients and caregivers in federal advocacy initiatives. Built expertise in rare disease community advocacy and impacts of orphan drug, pharmacy benefit coverage, and other pertinent policies.