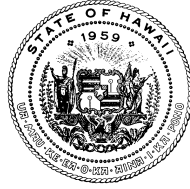


HTH HEARING

GM770

TESTIMONY



STATE OF HAWAII
DEPARTMENT OF HEALTH
P.O. Box 3378
HONOLULU, HAWAII 96801-3378

In reply, please refer to:
File:

Senate Committee on Health

GM 770, Gubernatorial Nominee to the Statewide Health Coordinating Council

Testimony of Loretta J. Fuddy, A.C.S.W., M.P.H.
Director of Health

Wednesday, April 10, 2013
1:30 p.m.

1 **Department's Position:** The Department of Health supports the nomination and confirmation
2 of Ms. Wendy Morriarty to the Statewide Health Coordinating Council (SHCC).

3 **Fiscal Implications:** None

4 **Purpose and Justification:** The purpose is for the consideration and confirmation to the
5 SHCC, Gubernatorial Nominee, Ms. Wendy Morriarty.

6 Ms. Morriarty is currently the President of Ohana Health Plan. Ms. Morriarty began her
7 career with Ohana Health Plan/WellCare Health Plans in 2005. She started as a Manager of
8 Market Expansion/Harmony Behavioral and moved to Hawaii in 2009 to become Director of
9 Business Development/Health Services. She was later promoted to serve as Market Director
10 and Vice President of Field Clinic Services for Ohana Health Plan. Ms. Morriarty was also
11 Coordinator of Nursing for Mental Health Care, Inc. from 1997 to 2005.

12 Ms. Morriarty has a Master in Public Health in Health Care Management and
13 Organizations from the University of South Florida. She also has a Bachelor of Science in
14 Human Biology from the State University of New York at Albany and an Associate of Science
15 in Nursing from the Samaritan Hospital School of Nursing.

- 1 We ask for your support on the confirmation of Ms. Wendy Morriarty to serve on the
- 2 Statewide Health Coordinating Council.

NEIL ABERCROMBIE
GOVERNOR



STATE OF HAWAII
PUBLIC UTILITIES COMMISSION
DEPARTMENT OF BUDGET AND FINANCE
465 S. KING STREET, #103
HONOLULU, HAWAII 96813

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CHAIR

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COMMISSIONER

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April 8, 2013

The Honorable Josh Green
Chair
Senate Committee on Health
State Capitol, Room 215
Honolulu, Hawaii 96813

Dear Senator Green and Members of the Committee:

I am submitting testimony in strong support of the confirmation of nominee Wendy Morriarty to the Statewide Health Coordinating Council for a term to expire 6/30/2017. Ms. Morriarty is an excellent choice to represent the community on the Council. She has the requisite educational background in both nursing and public health and extensive experience at all levels of the health care delivery system including direct service delivery and healthcare administration.

In addition to her professional and educational qualifications, Ms. Morriarty brings her compassion, energy and dedication to improving health care in Hawaii and making sure that the needs of patients are being served and improved access to quality health care is achieved. I have personally known Ms. Morriarty for many years from her accomplished career at Wellcare/Ohana Health Plan. Her tireless efforts to achieve excellence in the health care areas she has worked in and supervised is both inspiring and admirable. She will bring much added value and positive contributions as a member to the Council.

I strongly urge your favorable consideration of her nomination. Thank you to Chair Green and the Committee members for this opportunity to testify.

Sincerely,


Lorraine H. Akiba
Commissioner

LHA:ac

April 9, 2013

To: The Honorable Josh Green
Chair, Senate Committee on Health

From: Wendy Morriarty, RN, MPH

Re: GM770: Submitted for consideration and confirmation to the Statewide
Health Coordinating Council Wendy Morriarty
In Support

Hearing: Wednesday, April 10, 2013 at 1:30 pm
Hawaii State Capitol, Conference Room 229

Dear Chair Green and Members of the Committee,

I am writing in strong support of GM 770 submitting for consideration and confirmation to the Statewide Health Coordinating Council (SHCC), Gubernatorial Nominee, Wendy Morriarty, for a term to expire 6/30/2017.

Wendy currently serves as President of 'Ohana Health Plan where she leads a team of almost 180 employees responsible for coordinating Medicaid and Medicare health plan coverage for over 35,000 Hawaii residents. I have had the privilege of working with Wendy at 'Ohana Health Plan for the past year where I have observed her display the highest level of professionalism, attention to detail, and deep subject matter expertise on issues impacting the delivery of health care to Medicaid and Medicare beneficiaries who live in State. Wendy cares deeply about all of our employees and their families, and she embodies the Spirit of Aloha in carrying out her duties. I know she will bring these same qualities to her service on the SHCC.

The SHCC's mandate includes addressing access to care issues in Hawai'i, which remains a difficult challenge that the State must confront if we are to remain among the top tier of States in terms of quality of life and health status of our residents. I am convinced that Wendy's educational, personal and professional background experience is ideally suited for the SHCC. She will be an experienced and

knowledgeable voice at the table as the SHCC reviews CON applications, selects CON review panel members, and prepares the Health Services and Facilities Plan.

On a closing note, I would further add that Wendy is well respected throughout the 'Ohana Health Plan family and I know that each member of our organization stands with her as she asked for Committee members for their concurrence with Governor Abercrombie's appointment.

Mahalo for this opportunity to testify.

April 10, 2013

WRITTEN ONLY

To: The Honorable Josh B. Green, M.D.
Chair, Senate Committee on Health

From: Tracy H. Okubo

Re: GM770: Submitting for consideration and confirmation to the Statewide Health Coordinating Council, Gubernatorial Nominee, WENDY MORRIARTY, for a term to expire 6-30-2017.

Hearing: Wednesday, April 10, 2013 at 1:30 p.m.
Hawai'i State Capitol, Conference Room 229

Submitting for consideration and confirmation to the Statewide Health Coordinating Council, Gubernatorial Nominee, Wendy Morriarty, for a term to expire 6/30/2017.

Chair Green, Vice Chair Baker and members of the Committee, mahalo nui loa for the this opportunity to submit written testimony in strong support of GM 770, In Consideration and Confirmation to the Statewide Health Coordinating Council, Gubernatorial Nominee, Wendy Morriarty, RN, MPH, for a term to expire June 30, 2017.

I must first preface that this testimony is as a private citizen and in no way represents the views of my employer.

It is an honor to speak in support of Governor Abercrombie's nomination of Wendy Morriarty. Prior to moving to Washington D.C. to take my current position I was privileged to work with Wendy for two and a half years at 'Ohana Health Plan. As a health plan new to the islands and focused solely on providing health care coverage for Hawai'i's most vulnerable population we faced many challenges over the first year. With dedicated and qualified leaders such as Wendy we were able to overcome those challenges and emerge as a company committed to providing care to Hawai'i's low-income kūpuna and disabled populations in a way that embraced and celebrated the diverse and unique cultures that make Hawai'i such a special place to live.

Wendy not only possesses the experience, education and commitment to make a positive contribution to the Statewide Health Coordinating Council, but lives it as well. In addition to her leadership role at 'Ohana Health Plan she is also a wife, mother of two young girls under 10 and the primary care giver of her elderly and disabled mother. Her education and work experience prior to joining Wellcare/'Ohana Health Plan demonstrates her patient and compassionate nature and a keen understanding that health care is not a one-size-fits-all model but rather one that requires we treat the patient individually as a whole regardless of the severity of their condition and their ability to pay.

She has a special affinity for the Big Island, having lived there for the first few years of moving here and I have no doubt that Wendy will be a dedicated advocate for Hawai'i's health care system because she has chosen to make Hawai'i her home and within a few short years has already experienced a broad spectrum of what Hawai'i has to offer, from the urban sprawl of Honolulu to the quiet rains of Hilo. She has experienced firsthand, the strengths and challenges of Hawai'i's health care delivery system and possesses the drive to help with its continual evolution.

Education and experience aside, Wendy has also demonstrated strong leadership qualities and work ethic. Upon the departure of our previous President at 'Ohana Health Plan Wendy stepped up and took on the daunting task of serving as both our interim President while still doing all of her own job duties and responsibilities. Additionally, this occurred in the middle of the 2012 Legislative Session which adds its own learning curve all to itself. Wendy took on all of these challenges with grace and humility. I was pleased when she became our permanent President at 'Ohana and even more so disappointed that I would then be leaving my job at 'Ohana a few months later to move to Washington D.C. for my current job. Through it all Wendy was always understanding, respectful, and supportive of me. She truly exudes the virtues of 'ohana and aloha and I am lucky enough to call her both a colleague and a friend. It is a privilege to support her nomination to the Statewide Health Coordinating Council.

Mahalo Nui Loa for this opportunity to present this written testimony in strong support of consideration and confirmation of Wendy Morriarty, RN, MPH, for a four year term to the Statewide Health Coordinating Council.

April 10, 2013

To: The Honorable Josh Green
Chair, Senate Committee on Health

From: Wendy Morriarty, RN, MPH

Re: GM770: In consideration and confirmation to the Statewide Health
Coordinating Council Wendy Morriarty

Hearing: Wednesday, April 10, 2013 at 1:30 pm
Hawai'i State Capitol, Conference Room 229

Submitting for consideration and confirmation to the Statewide Health Coordinating Council, Gubernatorial Nominee, Wendy Morriarty, for a term to expire 6/30/2017.

Chair Green, Vice Chair Baker and members of the Committee, thank you for the opportunity to appear before you today. Health care is a passion for me and I would be honored to serve the state of Hawai'i in assuring access to high quality health care services.

This is an exciting time for health care in both Hawai'i and the rest of the nation. With the implementation of the Affordable Care Act, the focus on improving quality of care and our advances in health care technologies, we are shaping the future of health care delivery. That being said, we face some challenges here at home with physician and other allied health provider shortages and access to care, especially on the more rural neighbor islands. We need a strong health care system to ensure Hawai'i can continue to be one of the best and healthiest places to live, work and play.

I believe that I have the experience, education and commitment to make a positive contribution to the Statewide Health Coordinating Council. As my attached resume will show, I am a licensed Registered Nurse in the state of Hawai'i and possess a Master Degree in Public Health. I spent the first decade of my career on the provider side of the industry working in numerous different settings including: Group Homes,

Acute Care Hospitals, Clinics and Community Mental Health Centers. I have worked with all different ages of patients from the very young to our kūpuna. As I completed my graduate work in Public Health, I became interested in health care delivery on a larger, population based scale. Given my focus on vulnerable populations, I began this next phase of my career working for Wellcare/'Ohana Health Plan and the delivery of services for Medicaid and Medicare beneficiaries.

My interest in serving to improve access and quality in Hawai'i's system of care goes beyond a professional or academic interest. I have two young daughters and I am also the primary caregiver to my mother whom became disabled over a decade ago. Having lived on Big Island and given birth to my youngest daughter at Hilo Medical Center, I understand the challenges that our rural neighbor islands face with access to care. I recall being nine months pregnant and sitting for hours in the waiting room to see my OB. He was one of two OBs in town and waiting was the price we had to pay for his excellent service. I had the experience of having to fly my mother over to Queens to have a hip replacement and the logistics involved of traveling with a disabled person. So while I have my family and myself living on O'ahu now, I strongly believe I have an understanding of the challenges facing our neighbor island communities. Even here on O'ahu, I can attest that we have our access challenges as well. The closure of HMC West has impacted access all across the island.

My vision for our health care system is to continue the trend toward improving quality outcomes and ensuring every resident has access to the health care in their community. I believe I can be a part of the community effort to make this happen.

I wish to thank Governor Neil Abercrombie for nominating me and for the opportunity to serve the state of Hawai'i. And I would like to thank this committee for considering my nomination. Mahalo.

A handwritten signature in black ink, consisting of several fluid, connected strokes. The signature is located at the bottom right of the page.

Wendy A Moriarty, R.N., M.P.H.

Resident of Mililani, Hawaii 96789
(808) 265-5336

Highlight

Dedicated Registered Nurse with over fifteen years of medical and behavioral health experience including both on the provider side and on the payor side. Proven leadership within a rapidly growing and highly matrixed national managed care organization. Ability to combine clinical skills and knowledge with business acumen to drive initiatives.

Experience

2005-present *'Ohana Health Plan/WellCare Health Plans*

President- 'Ohana Health Plan

- Senior leader for Managed Care Organization dedicated to serving solely public sector beneficiaries including Medicaid, SCHIP and Medicare Advantage Members
- Direct responsibility for all Organizational Departments including over 180 FTEs across five islands.
- Responsible for compliance with State of Hawaii Contract for all Medicaid health plan operations including implementation of new QUEST LOB.
- Responsible for compliance with CMS for all Medicare health plan operations
- Strategic planning and government relationships
- Accountable for budgeting process and achievement of all EBITA goals
- Achieved NCQA new health plan accreditation in 2012

Vice President Field Clinical Services- 'Ohana Health Plan

- Direct responsibility for Service Coordination and Utilization Management Departments including over 90 FTEs across five islands with annual admin budget of 7.5M.
- Responsible for compliance with State of Hawaii Contract for all health plan clinical operations as well as NCQA standards for UM and Case Management.
- Implemented Service Coordination program metrics, including monitoring of new member contact, re-assessment dashboard, caseload ratios and field productivity.
- Lead for medical expense initiatives including Nursing Facility discharges, Hospital to Home Program (Care Transitions), Chore re-assessment/reduction, ED reduction.
- Successfully launched Medicare DSNP Model of Care program membership.

Market Director 'Ohana Health Plan- Hilo, Hawaii Office

- Direct responsibility Neighbor Island operations for start up MCO serving 22K ABD members across six islands. Management oversight of Hilo (Hawaii) and Maui offices.
- Ensured Health Services departments, UM and Service Coordination, were fully functional at go-live. Assisted with hiring of clinical associates and responsible for training clinical associates on electronic case management operating system.
- Worked to ensure member services were not disrupted during transition period including working with provider community on contracting, single case agreements and claims issues.

Director of Business Development/Health Services

- Direct responsibility for Greenfield Medicaid and Medicare implementation/expansions for Health Services (HS): Medical UM, Behavioral UM, Pharmacy, CM/DM, Appeals, Credentialing, Corporate PR, Training.
- Direct responsibility for all RFP/RFI responses for all corporate health services areas.
- Creation of BRD and UAT for Enterprise Medical Management Application (EMMA) functionality for new Hawaii LOB.
- Weekly cross functional meetings with Config, Claims, Provider Communications and Regulatory Affairs to ensure current LOBs and new LOBs provider claims and associated systems function properly and meet contractual/regulatory obligations.
- Direct responsibility and oversight of HS Project Management team for Hawaii MCD/MCA implementation for 2009
- Participant on corporate wide committees for: Dual Product Implementation, Annual Medicare Open Enrollment, Hawaii Medicaid Core team, Medicare 2009.

Manager of Market Expansion/Harmony Behavioral

- Project manager for HBH successful implementation of Missouri, New York and Ohio new LOBs including network development, benefit design, regulatory implications, and coordination and reporting project status to both HealthPlan and government customers.
- Network development lead for newly acquired New York State LOB which included hospital and provider network of over 3000 providers in NYC and upstate New York.
- Organized network development project for Illinois and Missouri expansion and worked directly with high priority providers when needed.
- Project manager for all behavioral health RFP/RFI responses and new business expansion efforts.
- Monitor industry for new LOB opportunities and presentation of potential opportunities to the business development team.
- Development of AHCA required outreach program for behavioral managed care company serving the state of Florida with a current network of over 1250 providers in virtually all counties in the state serving over half a million members.
- Company liaison in various statewide stakeholder meetings including AHCA, DCF and SAMH Corporation.

1997-2005

Mental Health Care, Inc.

Tampa, FL

Coordinator of Nursing

- Responsible for Performance Improvement data collection, trending and analysis for 107 bed inpatient community mental health center.
- Oversight and direction of nursing clinical practice, including 45 FTE nursing positions and per diem staff; Recruitment and retention of nursing staff.
- Reduced error rate on State reporting data, FARS, by 80% with improved staff training and implementation of monitoring and feedback loop with IS division within three months.
- Launched pilot inpatient census program and automated per diem billing system.
- Contract management with outsourced services: dietary, textile, laboratory, pharmacy and environmental services.
- Development and Implementation of Family Emergency Treatment Center with 1.2 million dollar annual budget.
- Instructor for county wide Crisis Response Intervention Training for local law enforcement.

Program Manager Residential Treatment Program

- Responsible for 1.5 million dollar annual budget for 17 bed inpatient residential treatment unit.
- Oversight of all contractual obligations including state mandated service agreements.
- Staff recruitment, retention and supervision of 30 employees including LCSW, nurses, counselors and direct care staff.
- Restructured clinical level system within RTP program to move less acute consumers out of program sooner, enhancing unit capability to accept new consumers from higher cost centers within division.

Nurse Supervisor Children's Crisis Center Program

- Responsible for clinical program and milieu for a 14 bed child and adolescent crisis stabilization unit
- Oversight of all contractual obligations including state mandated service agreements.
- Staff recruitment, retention and supervision of all nursing and direct care staff

Education

M.P.H. Health Care Management and Organizations University of South Florida, Tampa, FL

- Including curriculum on health care finance, economics, biostatistics, organizational behavior, strategic planning and marketing.

B.S. Human Biology State University of New York at Albany, Albany, NY

A.S. Nursing Samaritan Hospital School of Nursing, Troy, NY

Personal

Married with two children

Interests include Health Policy and Public Health

Hobbies include supporting animal welfare causes and astronomy

Alpha Omicron Pi alumni