
KRISTINE LAWRENCE

14575 Sherwood Forest Way
Fishers, IN 46037

www.lawrancepolicyconsulting.com

(317) 509-1621
Kristy@lawrancepolicyconsulting.com

PROFESSIONAL EXPERIENCE

LAWRENCE POLICY CONSULTING- Fishers, IN

Owner and Senior Consultant

2011-present

- Providing health care and social service project management, policy analysis, technical writing, program evaluation and other services to non-profit, government and for-profit agencies
- Completed portions of the 2013-2020 Indiana Hoosier Healthwise, Hoosier Care Connect and Healthy Indiana Plan managed care programs' External Quality Review
- Serving as the Indiana Medicaid subject matter expert for the Family and Social Services Administration Home and Community-Based Services rate-setting and Division of Disability and Rehabilitative Services waiver redesign initiatives
- Evaluating the State of Indiana's 1115 Substance Use Disorder Waiver
- Served as the prior authorization and managed care subject matter expert in the project management office for the implementation and Centers for Medicare and Medicaid Services (CMS) certification of Indiana's Medicaid Management Information System (MMIS) CoreMMIS and its Care Management for Social Services case management systems
- Managed four CMS MMIS certification checklists. This included response development, artifact creation, and coaching state and vendor staff on their on-site presentations.
- Drafted and edited policies and procedures and operations manuals for a Medicare managed care organization
- Wrote responses to state requests for proposals for several national Medicaid managed care organizations
- Performed cost analyses and research for the design of a state health benefits exchange
- Managed the implementation of a compliance database system for a health insurance company
- Monitored the customer service quality of a large pharmaceutical call center
- Served as the lead project manager in the vendor transition of a pharmaceutical call center

SCHALLER ANDERSON, AN AETNA COMPANY- Indianapolis, IN

Community Liaison and Project Manager

2008 - 2011

- Represented ADVANTAGE Care Select at public meetings to providers, advocates, and stakeholders
- Managed projects surrounding the ADVANTAGE Care Select external quality review, the bio-psychosocial model implementation, waiver auto-assignment and the Right Choices Program re-design
- Assisted the Aetna Medicaid Business Unit with writing the request for proposal response to the Indiana Hoosier Healthwise bid
- Served on the implementation team for the Illinois Aetna Better Health integrated care program
- Maintained and updated program policies and procedures
- Assisted care management leadership to prioritize and make operational solutions to issues
- Analyzed clinical and administrative data and reported it to leadership
- Organized or presented training sessions for new and existing staff

Manager of Member Services and the Restricted Card Program

2008 - 2009

- Turned around five months of not meeting Member Services call standards in the first full month of managing the department. Exceeded all State call requirements during the rest of my time in the position.
- Led the development of new methodology for restricting and rehabilitating ADVANTAGE Care Select members who over-utilize Medicaid services
- Designed and modified Member Services policies and procedures
- Created a staff training curriculum

**INDIANA FAMILY AND SOCIAL SERVICES ADMINISTRATION (FSSA)
DIVISION OF AGING- Indianapolis, IN**

Analysis and Planning

2006 - 2007

- Facilitated interagency coordination with transportation and housing agencies
- Wrote portions of the \$21 million Money Follows the Person grant application
- Coordinated the analyses of Division of Aging legislation

FSSA OFFICE OF MEDICAID POLICY AND PLANNING- Indianapolis, IN

Policy and Special Projects

2006

- Drafted Indiana Medicaid's 1115 Family Planning Waiver and Childhood Lead Filter Paper Testing Request for Proposals

Manager of Primary Care Case Management

2004 - 2006

- Supervised two policy analysts
- Administered the enrollment broker contract and procurement process
- Conducted operations of the Hoosier Healthwise and Medicaid Select programs

Co-Acting Medicaid Managed Care Director

2005 - 2006

- Managed the day-to-day operations of the managed care unit including the staff of six
- Assisted in developing the managed care contracts and requests for proposals
- Managed the managed care pharmacy programs

Medicaid Legislative Liaison

2003 - 2005

- Coordinated the analyses of all Medicaid legislation
- Represented Medicaid to the FSSA Legislative team
- Reported on status of bills and committees to the Medicaid director

Medicaid Policy and Procedure Analyst

2000 - 2004

- Designed and implemented the *Medicaid Select* managed care program
- Completed Six Sigma Black Belt project estimated to save the state \$167,000 in its first 15 months
- Assisted in the oversight of the State's fiscal contractor's claims, client services, and reference file departments
- Implemented the Breast and Cervical Cancer Treatment Program

INDIANA GOVERNOR'S FELLOWSHIP- Indianapolis, IN

1999 - 2000

One of ten college graduates chosen to participate in the Governor's public management training program. Governor's Fellows work for three months under top policy makers from four different state agencies throughout the year. The agencies that I worked for were:

- *State Budget Agency*
- *Family and Social Services Administration- Children's Health Insurance Program*
- *Office of the First Lady*
- *Indiana Department of Environmental Management*

EDUCATION

INDIANA UNIVERSITY, SCHOOL OF PUBLIC AND ENVIRONMENTAL AFFAIRS- Indianapolis, IN

M.S. in Public Affairs: Public Management

Overall GPA: 4.0 Major GPA: 4.0

INDIANA UNIVERSITY, SCHOOL OF PUBLIC AND ENVIRONMENTAL AFFAIRS- Bloomington, IN

B.S. in Public Affairs: Environmental Science and Management

Minor: Geography

Overall GPA: 3.98 Major GPA: 3.98

COLÓN LANGUAGE CENTER- Hamburg, Germany

Intensive German language course- completed Level B1 (Third of six levels)