

Karen Jackson

Deputy Chief Operating Officer

Centers for Medicare & Medicaid Services

Karen Jackson is Deputy Chief Operating Officer at the Center for Medicare & Medicaid Services (CMS). In this capacity she provides executive leadership for all aspects of program operations support for a \$6 billion annual budget, including information technology, human capital, security, contracting and acquisition, risk management and regional operations for an agency responsible for over 100 million beneficiaries in Medicare, Medicaid and the Children's Health Insurance Program (CHIP).

Karen most recently served as Deputy Director of the CMS Innovation Center, established in 2010 as part of the Affordable Care Act to test new health care payment and service delivery models that improve quality and lower costs, with \$10 billion for the initial 10 year period. Karen began her SES career in 2004 as the Director of the Medicare Contractor Management Group where she oversaw the successful movement of the national Medicare fee-for-service claims volume (1 billion are claims processed annually) into performance-based contracts, completing this \$5 billion contract conversion in September 2013.

She holds a Master of Public Policy degree from the Gerald R. Ford School of Public Policy at the University of Michigan and an undergraduate degree from James Madison College at Michigan.