

## JOHN LAU—PROGRAM DIRECTOR

### *Experience Highlights*

- 25+ years implementing/managing major national and international healthcare systems
- 20+ years of healthcare document-processing experience, including multi-million transaction systems
- 20+ years of experience with State Medicaid Children's Health Insurance Program (CHIP) systems and 10 years of experience with Medicaid IT Architecture (MITA)-aligned Medicaid systems
- 15 years of experience with eligibility support and determination systems, health care privacy, and security regulations and practices

Mr. Lau has over 25 years of experience as an executive/program manager specializing in the implementation and management of large-scale health systems in the United States and abroad.

### *Professional Background—Relevancy, Depth, and Breadth*

#### **Program Management**

Over 25 years as executive/program manager, overseeing eligibility and enrollment support services, specializing in the implementation and management of large scale Health and Human Services programs in the United States (Medicaid, CHIP, Temporary Assistance for Needy Families (TANF)) and abroad. As a Senior Executive/Program Manager was responsible for overseeing eligibility and support services for up to 30M eligible citizens and 50M transactions per year and responsible for a geographically dispersed workforce in excess of 2,500 employees. Led programs throughout the United States, Canada, Egypt, and Argentina. Experience includes initial implementation and start-up, financial management using a corporate project management system, risk identification and issue resolution using a commercial governance system, security and privacy, and business continuity and disaster recovery, providing support for legislative hearings and data for policy assessments.

#### **Operating/Supporting Document Processing Operations**

Twenty years of experience in the design, implementation, and management of multi-million transaction healthcare document and transaction processing systems, including the national health record system for the Egyptian government (30 million beneficiaries), the California State Children's Health Insurance Program (SCHIP) (3 million cases), the Texas Eligibility Support system for Medicaid, CHIP, and TANF (3 million cases). Systems involved paper-based transactions, electronic submissions, telephone captured data, large data file transfers and uploads, multi-modal beneficiary contacts, and working with a variety of stakeholders.

#### **Business Continuity and Disaster Recovery Planning**

Over 20 years of business continuity and disaster recovery methodology experience for large healthcare systems, most involving the establishment of multiple site processing centers with redundant and failover strategies to maintain high system availability rates. Using these strategies, systems have maintained high availability and low downtime rates, with no instance of missing key performance indicators (KPIs). Led design and implementation of business continuity and disaster recovery plans for the California SCHIP contract, Texas Eligibility Support project, and many other large public health applications in the United States and abroad.

While leading Egyptian Government efforts, frequently tested and modified business continuity and disaster recovery methods and worked with multiple agencies and citizen groups to build support.

### **Communicating and Coordinating with Multiple State/Federal Agencies**

All enterprise healthcare solutions efforts involved successful communication and coordination with multiple stakeholders, including communicating and collaborating with citizens and citizen advocacy groups, State program and systems personnel, other vendors, and Federal agencies. State Medicaid systems (e.g., California, Texas, Utah, and Kansas) typically involved collaboration with State human services agencies such as Child Welfare; Women, Infants, and Children (WIC); and TANF programs. System interfaces with State Medicaid eligibility files and SCHIP files occurred to synchronize data files. Federal interfaces occurred with Social Security and IRS files for income and asset verifications. For SCHIP programs (e.g., California, Texas, and Kansas), collaboration proceeded with State Medicaid agency to develop presumptive Medicaid eligibility rules and synchronize the SCHIP/Medicaid enrollment files, and with the State's Medicaid Management Information System (MMIS) vendor on eligibility files.

### **Knowledge of Security Standards, Government Records Management Procedures, and Remediating Security Vulnerabilities**

Successful track record in meeting record-keeping standards and KPIs for large-scale systems with no instances of not meeting a recordkeeping KPI. Familiar with the Health Insurance Portability and Accountability Act (HIPAA) and the following standards as they apply to healthcare systems and processes: the Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) and the National Institutes of Standards and Technology (NIST). Experience includes overseeing the implementation, adoption, and training on Personally Identifiable Information (PII) and Protected Health Information (PHI) security standards for State Medicaid and CHIP projects and for DIACAP/NIST standards on multiple projects.

### **Public Benefit and Private Health Insurance Eligibility and Enrollment Policy or Experience that is Similar from Subject Matter or Operational Perspective**

Twenty years of experience involving large healthcare systems with eligibility and enrollment functionality, including the Egyptian Health Insurance Organization system, California SCHIP system, and Texas Eligibility and Enrollment System, as well as similar systems in British Columbia, Argentina, New York, Indiana, Utah, Kansas, Georgia, New Jersey, and Pennsylvania.

### **Overseeing, Designing, and Implementation Training Program**

For every major healthcare systems installation over the past 20 years, including those managed in California, Texas, Utah, Egypt, and Argentina, responsible for training all systems and process operations staff, including efforts related to curricula and delivery across the enterprise. The largest of these efforts delivered training to about 1,500 staff annually.

### **Adjusting for Program Expansion or Downsize**

In the past 20 years, managed the challenges associated with rapid ramp-up of processing capabilities, including accelerated on-boarding and training programs for staff. Worked with staff to adapt and manage to seasonal fluctuations in transaction volumes using tools such as

Erlang C prediction models, as well as analyzing changes in part-time staffing and enabling tailoring of full-time equivalent (FTE) workforce count to meet the demands of the transaction volumes.

### Relevant Employment History

Company Name:	Health Net Federal Services		Location:	Arlington, VA
Employment Period:	04/11 – 12/12	Corporate Title:	Business Development Executive	
Role/Duties	Served as consultant to assist in product and new business development.			

Company Name:	MAXIMUS, Inc.		Location:	Reston, VA
Employment Period:	08/89 – 03/11	Corporate Title:	Senior Vice President	
Role/Duties	Overall management of design, implementation, and operations of multi-million transaction healthcare document and transaction processing systems for MAXIMUS, including systems for the Egyptian government, California SCHIP program, Texas Eligibility Support system for Medicaid, CHIP, TANF, and others. Systems involved paper-based transactions, electronic submissions, telephone-captured data, and large data file transfers and uploads, multi-modal beneficiary contacts, working with a variety of external/internal stakeholders, business continuity and disaster recovery, meeting record-keeping standards and KPIs, eligibility and enrollment functionality, financial and risk management, training, and workload expansion and decrease.			

Company Name:	Center for Behavioral Medicine, LLC		Location:	Rockville, MD
Employment Period:	01/81 – 08/89	Corporate Title:	Managing Partner	
Role/Duties	Responsible for all operations for large outpatient behavioral health practice, including the development, implementation, and operation of large practice management system, including eligibility and enrollment functions.			

Company Name:	Creative Socio-Medics Corporation		Location:	New York, NY
Employment Period:	06/73 – 12/80	Corporate Title:	Vice President for Systems Development and Implementation	
Role/Duties	Managed implementations across the United States, including efforts in California, New York, Massachusetts, Vermont, New Mexico, and Ohio.			

From 1968 to 1971, Mr. Lau worked for NASA at Goddard Space Flight Center in Greenbelt, MD, as a research physicist. Prior to that, he worked for Columbia University in their Isotopes Laboratory in Westwood, NY, also as a research physicist.

### General- and Industry-Specific Professional Accomplishments

- Operations Research Certificate, American University
- Ministry of Health Award for Contributions to Healthcare Delivery, presented by the Egyptian Government
- Member of the American Physical Society

### Education

- MS, Physics, Graduated with Honors, Fairleigh-Dickinson University, Teaneck, New Jersey
- BS, Physics, St. Peter’s College, Jersey City, New Jersey