

Frederic Riccardi

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Professional Experience

Medicare Rights Center, New York, NY

May 2019

President

- Plan, implement, and manage interdepartmental programs and oversee \$3.5 million organizational budget
- Collaborate with health care stakeholders to inform health care policy related to Medicare, Medicaid, and the Affordable Care Act, with stakeholders including elected officials, federal and state agencies including Centers for Medicare & Medicaid Services, Social Security Administration, New York State Department of Health, New York State Office for the Aging, community-based organizations, health care policymakers, providers
- Serve as an organizational ambassador to diverse audiences, including national media outlets, policymakers, funders, financial planners, and other health care stakeholders
- Increase efficiency on and oversee the National Consumer Helpline, which answers 20,000 questions each year
- Oversee improvements on Medicare Interactive, which receives more than three million visits each year
- Support and motivate staff, including attorneys, social workers, health policy experts, counselors, and others

Other positions held: Director, Client Services; Vice President, Client Services

July 2007 – April 2019

Columbia University School of Social Work, New York, NY

Sept 2014 – present

Lecturer

- Instruct Master's-level students on the United States health care system, with a focus on the historical evolution of health care, health care delivery systems, finance, and consumer protections
- Help students understand the perspectives of health care stakeholders, including patients, payers, insurers, physicians, providers, and influencers

Hunter College School of Social Work, New York, NY

Sept – Dec 2016

Researcher

- Sub-contracted by Dr. Terry Mizrahi to pursue qualitative research findings related to inter-disciplinary health care professional collaboration
- Analyzed data and focus group studies with physicians, attorneys, public health officials, nurses, and social work professionals to identify barriers and strategies for overcoming poor health outcomes in urban settings
- Co-authored a research article on qualitative research for analyzing inter-disciplinary community collaboration

Services and Advocacy for GLBT Elders, SAGE, New York, NY

Feb 2006 – Mar 2007

Office Administrator

- Coordinated operating systems for referrals, facilities, membership, and phone systems
- Provided administrative support to senior leadership related to client services, finance, and public relations
- Provided intake and eligibility screening for new clients, including referrals to community resources

Elizabeth Publishing, New York, NY
Editorial Assistant

Jan 2004 – Jan 2006

- Provided administrative and editorial support for a variety of publications, including *The New York Times Almanac*, *The New York Times City Guide*, and *The New York Times Guide to Essential Knowledge*
 - Conducted research for senior and executive editors, corresponding with writers, government organizations, and information sources
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Education

State University of New York at Binghamton, Vestal, NY
Bachelor of Arts, History

Dec 1997

Silberman School of Social Work at Hunter College, New York, NY
Master of Social Work

May 2010

Featured Press

Chicago Tribune, "Denied by Medicare Advantage? Here's What to Do," January 24, 2019
The New York Times, "Why You Shouldn't Wait to Sign Up for Medicare Part B," October 26, 2018
Washington Post, "No Gaps in Understanding: Here's Your Primer on Medigap Coverage," July 26, 2018
Kaiser Health News, "Medicare versus Medicare Advantage: How to Choose," October 19, 2017
CNBC, "Making Medicare Work for You," February 16, 2017
Kaiser Health News, "How to Enroll in Medicare and Avoid Costly Mistakes," Oct 27, 2016
The New York Times, "Doggedly Persistent: Untying Medicare Knots for the Elderly," Dec 18, 2007

Publications

Riccardi F, Carter J, Bennett, R. Medicare Trends and Recommendations: An Analysis of 2017 Call Data from the Medicare Rights Center's National Helpline (2019): <https://www.medicarerights.org/pdf/2017-helpline-trends-report.pdf>

Riccardi F, Mizrahi T, Garcia ML, Korazim-Korosy Y, Blumsack, A. "Using ATLAS.ti in qualitative research for analyzing inter-disciplinary community collaboration" (2017): in SAGE Research Methods Cases Part 2: <http://dx.doi.org/10.4135/9781473995895>

Additional Skills and Interests

Technology: Microsoft Office, Salesforce, Atlas TI, academic electronic research

Languages: Spanish, spoken proficiency

Interests: Gardening, home cooking, classic movies