

# CLAIRE MCANDREW

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## EXPERIENCE

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### **Families USA, Washington, D.C.**

#### *Director of Campaigns and Partnerships*

*(October 2016- Present)*

- Manage federal and state advocacy campaigns for national consumer health advocacy organization, determining and implementing timely, strategic plans and tactics to achieve Families USA's policy goals
- Lead Families USA's campaigns to protect and improve coverage; to address high and rising drug costs; and to address surprise medical bills.
- Design campaign plans to articulate the strategies and tactics Families USA must implement to achieve its health policy goals
- Manage staff in the implementation of campaign plans, including holding staff accountable for deliverables and deadlines and coordinating across Families USA's internal departments to ensure work is optimized to reach external audiences and best achieve campaign goals
- Provide technical assistance and campaign partnership for state-based organizations working to improve health care; provide information to federal and state policymakers
- Testify on behalf of Families USA during state legislative hearings and before the National Association of Insurance Commissioners; present at industry, academic, and advocacy conferences
- Develop new and fresh tactics to keep a range of audiences including the public, career advocates, and the media informed of and engaged with key health policy issues.
- Maintain and expand Families USA's relationships with external stakeholders including industry groups, federal and state-based advocates, associations, progressive campaign organizations, and other allies for the purpose of achieving Families USA campaign goals.
- Manage 500+ member national coalition working to preserve health care, including determining coalition strategy, providing information and guidance to coalition members, and providing regular convening opportunities through weekly calls and periodic in-person meetings
- Identify and implement tactics that facilitate partner engagement in efforts to achieve Families USA's campaign goals and educate stakeholders on key health policy issues. These include:
  - Written content (how-to advocacy guides, blogs, action alerts, Tweets, explainers)
  - Interactive learning and mobilizing opportunities (webinars, calls, in-person meetings, rallies and forums)
- Represent Families USA as an external spokesperson and advisor at national and state conferences and meetings of advocates, health care providers, and other stakeholders, providing information and training on Families USA's campaign issues and how others can be involved.
- Represent Families USA in media interviews and provide background information to members of the media.
- Draft grant proposals and represent Families USA in meetings with foundations.
- Supervise staff including assigning and supervising work, providing feedback, helping staff set long-term goals and monitoring progress, facilitating regular check-ins, providing opportunities for enrichment through external opportunities and internal meeting participation, and providing mentorship and professional development.

#### *Private Insurance Program Director*

*(2013- October 2016)*

- Managed Families USA's federal and state advocacy on private health insurance issues, setting strategic direction, priorities, and policy positions
- Represented Families USA in advocacy efforts to and partnership with the U.S. Department of Health and Human Services, including monitoring and commenting on relevant regulations
- Met regularly with Congressional staff to discuss policy priorities and provide in-depth assistance to Congressional offices in drafting legislation
- Produced research, publications, and advocacy tools on health policy issues relevant to consumers
- Managed team of senior and junior policy analysts
- Served as Senior Health Policy Analyst (2011-2013), Health Policy Analyst (2008-2011), and Villers Fellow (2007-2008)

**Voices for America's Children, Washington, D.C.**

*Health Policy Intern*

*(May 2006 – August 2006)*

- Prepared policy background papers on public insurance programs and related legislation
- Submitted comments to the Centers for Medicare and Medicaid services on Medicaid regulations
- Provided policy information for state affiliates through conference calls and written communication

**Mental Health Association of Maryland, Baltimore, MD**

*Public Policy Intern*

*(January 2004 – May 2005)*

- Tracked Maryland state legislation related to mental health services
- Testified before committees in the Maryland State Legislature
- Researched mental health service systems

**COMMITTEE MEMBERSHIP**

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**District of Columbia Health Benefit Exchange (DC HBX) Advisory Board**

*Vice-Chair*

*(December 2012- Present)*

- Serve as Vice-Chair and an appointed consumer advocate member of the DC HBX Standing Advisory Board, providing key leadership in substantive policy decisions for the Exchange
- Served as Chair for the Provider Network Adequacy subgroup of the Standing Advisory Board

**National Association of Insurance Commissioners (NAIC)**

*Consumer Liaison Representative*

*(January 2015- Present)*

- Represent consumer interests in deliberations of insurance regulators from all fifty states, the District of Columbia, and the territories
- Provide substantive comments on model legislation and other policy proposals from the NAIC to ensure they contribute to improvements in the quality and affordability of insurance coverage and care
  - Contributed key policy provisions to the updated Network Adequacy Model Act, which was unanimously adopted by the NAIC in 2015

**District of Columbia Department of Insurance, Securities and Banking (DISB) Insurance Advisory Committee (IAC)**

*Consumer Group Representative*

*(May 2016 - Present)*

- Serve as an appointed consumer advocate member of the DISB IAC, providing recommendations to influence the insurance department's substantive policy decisions and its actions to regulate insurance for the benefit of District of Columbia consumers
- Provided intensive assistance and feedback on the development of a Provider Network Adequacy regulation for the District of Columbia

**EDUCATION**

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**University of Michigan School of Public Health, Ann Arbor, MI**

*(September 2005- April 2007)*

- Master of Public Health in Health Management and Policy

**Johns Hopkins University, Baltimore, MD**

*(September 2001 – May 2005)*

- BA in Public Health Studies and minor in Psychology