

# 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

Jan 2004 – Jan 2006

Editorial Assistant

- 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

Dec 1997

Bachelor of Arts, History

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

May 2010

Master of Social Work

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## 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

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## 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>

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## Additional Skills and Interests

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

**Languages:** Spanish, spoken proficiency

**Interests:** Gardening, home cooking, classic movies