

# STEPHANIE E. DEKEMPER

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## HEALTHCARE MANAGEMENT EXECUTIVE

### Executive Summary:

- **Tenure:** Seasoned healthcare executive with 20+ years of leadership experience possessing deep connections within key government and healthcare-related organizations
- **Spend Management:** Enterprise-level leader responsible for \$400M budget and P&L
- **Industry / Focus:** Possess diverse skills focused on broad Healthcare market leading:
  - Operations management, analysis, investigation, process improvement, government relations, compliance and regulations
  - Health plan operations, engagement of low-income and high risk populations
  - Medicaid, Public Policy, development and implementation of programs
- **Results:** Successful in leading strategic planning and executing “turn-around” solutions; improving health outcomes and utilization behavioral; researching of healthcare disparities, identifying and deploying solutions to expand care to uninsured / under-insured resulting in enhanced benefits / services for infants, children, women, elderly and minorities
- **Leadership Style:** Strategic Planner, Detailed, Results-driven, Collaborative, Builder, Culturally Sensitive, Communicator, Solutions-oriented, Integrity- and Quality-driven

### Skills and Expertise:

Healthcare Operations	Executive Leadership	Process Improvement	Team Development
Health Plans	Consultant / SME	Investigation / Analysis	Recruit / Hire / Train
Program Development	Financial Oversight	Policies / Procedures	Mentor / Coach
Low-income Population	Data / Metric Reports	Compliance / Regulation	Training Programs
At-risk Population	Board Presentations	Public Policy	Motivation / Morale
Medicaid	Strategic Planning	Research	Issue Resolution
Managed Care	Change Management	Cross-functional Leader	Communications
Member Engagement	Cultural Competency	Stakeholder Relations	Government Liaison

### Career Highlights:

- Passage of the Indiana Minority Health legislation with secured funding in the state budget and establishment of Indiana Racial/Ethnic Epidemiology Research Center
- Saved Care Management company / 18 mo's = better outcomes, \$250K deficit to \$2M profit
- Executed compliance / readiness audit for 13 managed care organizations / 9 mo's

## LEADERSHIP EXPERIENCE

Navigant

2015 - Present

### Associate Director – Government Sponsored Healthcare

- Act as SME and work with State Governments and providers in Medicaid managed care launching large scale programs, conducting compliance assessments, and developing population health programs (AL, AZ, HI, NY and IN)

#### Key Results:

- Completed FFS to Managed Care Transition in AL
- Designed Population Health CMMI demonstration projects in NY

Unlimited Synergy, Inc., Indianapolis, IN

2013 - 2015

**CEO / Consultant**

- Provided consulting services, strategic planning and business development to managed care companies for business and partnership development, public policy, new market analysis, member retention and utilization, substance abuse, and cultural competency (ECLASS)
- Conducted Program Development, led organizational engagement and consulted with Government Health Programs
- Acted as SME in RFP / RFI responses and led proposal writing and development
- Served clients included: Optimetra-Aetna LA Bayou Health bid; Inter-Growth- IN Dual bid; IN Councilors Assoc. on Alcohol and Substance Abuse, Pregnancy and Addiction

**Key Results:**

- Procurement of \$2.1B / 3-year contract term
- Developed Opioid Use Disorder training program and certification for recovery coaches

Coventry Health Care, Inc., Indianapolis, IN

2011 - 2013

**Director, Business Development - Corporate Medicaid**

- Led business development for national Managed Care company (5M members / \$12.2B)
- Engaged key stakeholders and provided technical assistance and guidance to FL, SC, VA, NE, GA, and MI health plans to establish and expand Medicaid and Dual Eligible programs
- Coordinated with Medicare Teams regarding Cultural Competency
- Provided consultation and solutions to Health Plan CEOs regarding operational challenges
- Liaised with legislative- and community-based organizations to build strong relationships
- Consulted internally on issues relating to cultural competency in Medicaid Managed Care
- Wrote proposals and negotiated contracts leading to increased company revenue

**Key Results:**

- Led Childhood Obesity Program Strategy in GA
- Developed dual-product strategy to incorporate area Agency on "Aging"
- Acted as SME and Writer for State RFP's / bids for Medicaid = won MO, PA, and FL

Centene Corporation, St. Louis MO

2001 - 2010

**Vice President of Diversity and Special Projects (5 yrs)**

**SynCare Indiana, LLC: President / CEO (Loaned Executive)**

- Led this national Medicaid Managed Care corporation (1M+ members / \$2.5B); a regional disease and case management company providing services to high-risk Medicaid and dual-eligible members in IN, NE, and MO serving 300K members / \$9M annual budget
- Recruited, hired and trained team members, developed talents, mentored and coached staff for maximum success while developing business opportunities via strong client relations

**Key Results:**

- Restructured corporation and developed three subsidiaries; engaged process improvement to improve operations and streamline business processes = increased revenues and profitability
- Increased revenue from \$1M projected annual loss to \$2.5M annual profit / 18 months
- Established minority owned businesses for Centene; increased customer base by 15%
- Led RFP response to win new business = 20% increase in annual revenues
- Obtained NCQA Accreditation for High Risk OB Case Management Programs
- Increased HEDIS measures for clients 18% into 90th percentile = 2:1 ROI: High-risk OB
- Developed National Minority Advisory Group of Minority Senior State Legislators

- Recruited nationally recognized board members and secured state and regional certifications
- Established Centene National Diversity Program, involving CLAS standards, diversity supplier program and HR initiatives for all health plans and subsidiaries

Managed Health Service, INC (MHS-Centene Subsidiary)

2006 - 2007

### **Chief Operations Officer**

- Managed daily operations and engaged process improvement while leading (13 direct reports and 100 indirect) the IN Medicaid Managed Care Plan to include call center, QI, provider relations, provider affairs, member services, contracting and claims adjudication; ensured compliance with state and federal regulation
- Developed staff and led teams to build strong client relationships and respond to contract renewals, as well as new product expansion, using consultative and strategic negotiation skill

### **Key Results**

- Increased membership from 150K to 350K
- Stabilized workforce during a time of transition and change; maintained external governmental confidence during company transition
- Led successful RFP renewal response in IN and established Provider Incentive Program
- Conducted multiple contract renewals and renegotiated vendor contracts = 15% savings

## **PREVIOUS LEADERSHIP ROLES**

- **President, Centene Foundation for Quality Healthcare, Inc.**
  - Established and launched the corporate foundation
  - Established grant making process: developed focus areas, goals and objectives
  - Established National Provider Recognition Program
- **President/CEO Indiana Minority Health Coalition, Inc. (Non-Profit)**
  - Implemented Indiana's Minority Health Initiative Law to reduce racial ethnic health disparities for minorities living in Indiana
  - Provided services and funding for community-based programs, conducted research projects in partnership with universities, and conducted lobbying
  - Managed daily operations with a \$12M annual budget, supervised 65 staff
  - Increased revenues from \$50K annually to \$12M annually
  - Secured long-term funding by securing insertion into the State budget
  - Established the only Racial Ethnic Minority Epidemiology Research Center
  - Established through legislation the Minority Health Initiative
  - Designed and implemented multiple prevention programs

## **EDUCATION / CERTIFICATIONS**

- University of Phoenix: Course Work in Health Administration
- Indiana University South Bend, SPEA: Course Work in Political Science
- Indiana Law Enforcement Academy: A.S (Licensed)
  - Certified sex crimes investigator, homicide investigator and psychological profiler

## **SOFTWARE AND SYSTEMS**

- SharePoint, Microsoft Office: Word, Excel, PowerPoint, Outlook

## **COMMUNITY / VOLUNTEER EXPERIENCE**

- Hoosier's First Indiana Healthcare Advocates: Founding Board Member
- Indiana Covering Kids and Families: Board Member (Public Policy Committee)
- Indiana ACA Healthcare Implementation Work Group: Member