

**Meredith Robertson**  
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**Qualifications Summary:**

- 10+ years Centers for Medicare and Medicaid Services (CMS) experience
- Policy expertise in health insurance Exchanges, Medicaid, Children's Health Insurance Program (CHIP), waivers, and the Affordable Care Act
- Managed care industry experience, including testimony before legislators
- Experience in interactive learning course development and healthcare leader training
- Project management and business implementation experience organization-wide
- Both concise executive-style and academic written communication skills

**WORK EXPERIENCE**

**University of Central Florida**  
Orlando, FL

**8/2014-Present**

***Associate Instructor, School of Global Health Management & Informatics***

- Recipient of the Teaching Incentive Program (TIP) Award in 2019.
- Teaches undergraduate classes in the following subjects: U.S. healthcare systems, healthcare finance, healthcare economics, community health, principles of managed care, and healthcare needs of the elderly, both online and face-to-face.
- Primary areas of expertise: healthcare reform (Affordable Care Act), managed care, Medicaid and CHIP.
- Office of Student Conduct and Academic Integrity Hearing Officer.
- Bylaws Committee Chair and Scholarship Committee Member.
- Advisor of student health services administration honor society, Upsilon Phi Delta.

**WellCare Health Plans, Inc.**  
Tampa, FL

**1/2010-8/2014**

***Director, Public Policy***

- Provided instruction on Medicaid, CHIP, Exchanges, Healthcare Reform, and Healthcare Consumerism for company *Essentials of Managed Care* training course.
- Developed content-specific training for all company functional areas on Exchanges.
- Oversight and dissemination of federal and state regulation impacting all lines of business (Medicaid, Medicare, and Exchange) to ensure operational compliance.
- Represents organization externally with industry trade associations (AHIP, MHPA) and with government customers (such as testimony before Florida legislative staff).
- Point person on all National Association of Insurance Commissioners (NAIC) issues.
- Leads organization on health insurance Exchange implementation.
- Socializes business strategy and develops customized training to each company functional area leader and their cascading teams.
- Supports development of membership modeling projections (including impact of member churn between Medicaid/CHIP and Exchanges) and financial pro forma.
- Identifies and briefs senior leadership on current and future regulatory policy concerns and opportunities.

***Senior Manager, Public Policy***

**1/2010-3/2013**

- Developed training for company to monitor healthcare reform.
- Provided instruction for company *Essentials of Managed Care* training course.
- Developed written advocacy pieces for field teams to use in lobbying (e.g. issue briefs, white papers, talking points, and concise, information-packed PowerPoint presentations).
- Analyzed Federal reform statutes and regulatory guidance.

**Centers for Medicare and Medicaid Services (CMS)**

**9/1999 – 1/2010**

Baltimore, MD

**Technical Director**

**5/2006 – 1/2010**

- Developed and presented training programs to various entities, including CMS staff, other Federal agencies' staff and presentations at conferences.
- Led policy development for the Children's Health Insurance Program Reauthorization Act (CHIPRA) offering legislative provisions and resolutions on implementation issues, including writing two State Health Official Letters (CHIPRA implementation and pregnant women coverage).
- Provided leadership and technical expertise to internal and external entities including CMS staff, CMS leadership, Congressional staff and State agencies across the US (e.g. legislative development related to CHIP reauthorization).
- Technical expert on the Deficit Reduction Act (DRA) Medicaid cost-sharing language, including CHIP regulations impacted by the passage of the DRA and partnered in the development of State Medicaid Director letters related to the DRA.

**CMS Health Insurance Specialist**

**10/2002 - 5/2006**

- Demonstration Team Leader for all section 1115 family planning demonstrations and former CHIP Project Officer for 15 states. Provided expertise and leadership on the Arkansas Health Insurance Flexibility and Accountability (HIFA) demonstration.
- Provided budget neutrality guidance to States and assisted in development of the federal family planning budget neutrality template.
- Prepared briefing materials and presented recommendations for approval or disapproval including all statutory and regulatory requirements, as well as precedence.
- Strengthened areas of expertise including: cost sharing, eligibility, benefits, data collection, waiting lists/enrollment caps, health services initiatives, noncompliance, and budgeting.
- Developed consistency across all family planning demonstrations documentation (state application, budget neutrality and quarterly reporting templates, and monitoring guide).

**CMS, Special Assistant-Detail Assignment**

**1/2005 - 5/2005**

- Developed performance plans for executive leadership and staff (nearly 75 people) based on Department and Agency goals and objectives.
- Provided leadership and CHIP subject matter expertise to division managers and staff.
- Conducted analysis of enrollee cost sharing across all States, for Medicaid, CHIP and state demonstrations.

**CMS, Social Science Research Analyst**

**9/1999-10/2002**

- Analyzed Medicare Current Beneficiary Survey (MCBS) data and created a publication called *MCBS Profiles*. Used desktop publishing software to design all layouts and much of the content of the *MCBS Profiles*, which provided leadership with instant data/facts on the Medicare population, and trends.
- Used SAS programming for CMS mainframe and PC usage, extracted data on Medicare beneficiary demographics, health, service utilization and other individual level characteristics. Interpreted data and drew conclusions that were communicated through the *MCBS Profiles* and *MCBS Characteristics and Perceptions Databook*.

**American College of Obstetricians and Gynecologists**

Washington, DC

**Government Relations**

**10/1997-8/1998**

- Reviewed, analyzed and researched legislative issues on women's health. Represented the interests of obstetricians and gynecologists at Congressional hearings and developed comments to proposed legislation and Federal regulations.

**Bureau of Labor Statistics**

Washington, DC

**Program Analyst**

**6/1997-10/1997**

- Conducted trend analysis on Producer Price Index (PPI) data for certain commodities for press releases and publications.

**Joint Economic Committee, U.S. Congress**

Washington, DC

**Press Relations/Research Intern**

**9/1996-6/1997**

- Conducted research on various issues and prepared briefing materials for Committee members. Prepared and coordinated all hearings, including expert testimony.

**EDUCATION**

**University of Aberdeen**

Aberdeen, Scotland

**Master's Degree** – Major: Business Management

**1/2001**

- Rotary Ambassadorial Scholar 1998-1999, presentations for Rotary International throughout Scotland
- Master's Thesis - Evidence-Based Medicine in Decision-Making, a comparative study between the U.S. and the U.K.

**Georgetown University**

Washington, DC

**Master's Degree** – Major: Public Policy

**6/1998**

- Master's Thesis - U.S. Organ Transplant Allocation Policy

**Ohio University**

Athens, OH

**Bachelor's Degree** – Major: Journalism/ Minor: Political Science/Film

**6/1996**

**PROFESSIONAL PUBLICATIONS**

- *Basics of Health Insurance and Managed Care*, Interactive Learning Program: Cognella Publishing, 2021.
- *Introduction to Health Services Administration*, Chapter 14: Business Communication and Professionalism and Chapter 16: Hiring, Training, and Evaluating Employees, 2018.
- *Health Care Financing Review (Volume 21, Number 3, Spring 2000, pg. 275-280).*

**AWARDS**

- *2019 University of Central Florida Teaching Incentive Program (TIP) Award for teaching excellence.*
- *CMS Administrator's citation "for exemplary service in the review and approval of section 1115 Medicaid demonstrations."*
- *CMS Family and Children's Health Programs Group award "in recognition and appreciation of your team leadership and outstanding work in bringing together consistent policies among demonstrations and improving their fiscal and programmatic integrity."*