



CalAIM Implementation: Funding and Operational Support for Community-Based Solutions

Wednesday, September 7, 2022 | 1:00 – 2:30 p.m. PT

Speaker Biographies

Innovative Funding Opportunities to Support CalAIM Implementation

Wednesday, September 7, 2022 | 1:05 – 1:35 p.m. PT

Susan Philip, M.P.P.

Susan Philip (she/her) was appointed Deputy Director, Health Care Delivery Systems in April 2021. Susan is responsible for the development, promotion, and implementation of health care delivery systems at the Department of Health Care Services and provide direct management to three divisions: Integrated Systems of Care, Managed Care Operations, and Managed Care Quality and Monitoring; and work collaboratively with the other Deputy Directors in administering the Medi-Cal total budget.

Prior to her appointment, Susan served in a variety of roles in the health care sector including in leadership positions for over 20 years. From 2013-2021, she served as Senior Healthcare Management Consultant with Milliman, Inc. and Director of Public Sector Markets for the Milliman MedInsight Practice. In this capacity, Susan has led research, analytic engagements for a diverse group of clients on quality improvement, care management strategies. She has also worked with community based organizations on improving capabilities to use data to conduct outreach and support care management for people experiencing homelessness and justice involved populations. Earlier in her career, she also served as Director for the California Health Benefits Review Program, at the University of California, Office of the President in Oakland, a Medicare Consultant with the Kaiser Foundation Health Plan, Inc., and a Policy Analyst for the Medicare Payment Advisory Commission in Washington, DC. In her volunteer time, Susan has served on the board of a federally qualified health center focusing on health care for the LBGTO community as well as people experiencing homelessness. Currently, she serves on the board of SafeHouse which provides transitional housing and support services for survivors of trafficking.

Susan earned a Bachelor's Degree in Economics and English, from Columbia University, and a Master of Public Policy in Health Policy and Nonprofit Studies from Georgetown University, McCourt School of Public Policy.

Katie Heidorn, M.P.A. (Moderator)

Katie Heidorn (she/her) is Executive Director of Insure the Uninsured Project (ITUP). Katie has nearly two decades of experience working in health policy, government, and non-profits and is a skilled leader, facilitator, and communicator. Prior to leading ITUP, Katie was a Government Affairs Advocate for Health Net and Development Director and policy lead at the nonprofit California Coverage and Health Initiatives. Katie spent a decade in California state government including as a Deputy Secretary for the California Health and Human Services Agency and Principal Consultant in the Senate Appropriations Committee. She is also an alumna of the California Senate Fellows Program. Katie received her master's degree in Public Administration from the University of Southern California and her bachelor's of arts and sciences degree in Biochemistry and Molecular Biology and Comparative Literature from the University of California, Davis.

Strategies for Scaling the Local Delivery System: Capacity Building and Funding Support for CalAIM

Wednesday, September 7, 2022 | 1:35 – 2:25 p.m. PT

Cynthia Carmona, M.P.A.

Cynthia Carmona (she/her) leads the Safety Net Initiatives department where staff work with L.A. County Department of Health Services (DHS) and nonprofit community health clinics to enhance systems of care in the safety net. SNI also oversees CalAIM Enhanced Care Management (ECM) and Community Supports. SNI builds connections and facilitates partnerships within and among the physical health care and non-health care safety net providers, including community-based organizations, behavioral health agencies, county agencies and more. Prior to joining L.A. Care, Cynthia was the Director of Government & External Affairs for the Community Clinic Association of LA County (CCALAC) where she oversaw the development, implementation, and evaluation of CCALAC's advocacy, government, and public relations activities. Ms. Carmona received her Bachelor's Degree from University of California, Davis and her Master's in Public Administration from the University of Southern California.

Karen Richmond

Karen Richmond (she/her) is Health Net's Regional Vice President of Medi-Cal for Los Angeles, Riverside and San Bernardino Counties. With over thirty years of experience, Karen has been a strategic leader in a variety of progressive leadership roles ranging from operations to compliance to state expansions and business development at Southern California government-

funded managed care plans and provider organizations – illustrating her experience in multiple lines of business. Her robust health care experience includes both Health Plan and Provider perspectives, with responsibilities ranging from Medicare-Medicaid Dual Eligibles, Cal MediConnect, Medi-Cal and Medicare and working on improving HEDIS and CMS Star quality scores.

Heidi Lennartz, L.C.S.W., F.A.C.H.E.

Prior to transitioning into the world of FQHCs, Heidi Lennartz (she/her), LCSW, FACHE worked in both medical and psychiatric inpatient healthcare settings for over 35 years, from LCSW to CEO. In 2018, she joined San Fernando CHC as COO in 2018 to be closer to community health services and be part of a CHC whose roots run deep into the community it serves. She brings her perspective as a social worker to managing operations and driving access to care through clinical program and service development: “Addressing the social determinants of health are key to achieving equitable whole person care.” Ms. Lennartz has a BA (Psychology, CSUN), MSW (USC, Public Administration), and is a Fellow of the American College of Healthcare Executives. She has served on healthcare association and community boards throughout her career, including NCADD, New Horizons, Greater SFVCC, SHANTI.

Anwar Zoueihid, M.S.

Anwar Zoueihid (he/him) is Vice President of Long-Term Services & Supports (LTSS) at Partners in Care Foundation. In his role as VP of LTSS, Mr. Zoueihid focuses on driving performance through an innovative blend of outcome management, patient focused services and employee development. He oversees all LTSS Care Management services at Partners, which include the Multipurpose Senior Service Program, the Home and Community Based Alternative Waiver, the Assisted Living Waiver, the California Community Transitions Program, as well as the CalAIM - Enhanced Care Management and Community Supports programs. Prior to joining Partners, he spent 10 years as a program administrator in care management leadership at AltaMed. He has more than 20 years of experience in health care administration, care management, and gerontology, all focused to improve overall health, avoid nursing home placing and ER use. His extensive legislative advocacy and knowledge in health and social welfare has contributed to the overall improvement of California’s community-based service delivery.

Mr. Zoueihid has a master’s degree in Clinical Psychology. He joined Partners in 2008 and started as an Administrator of Direct Services. In 2018, he was selected to join the sixth cohort of the national Practice Change Leaders for Aging and Health sponsored by Atlantic Philanthropies and the John A. Hartford Foundation.