

2.10.2.2 Staff Experience and Organizational Structure

Process for Identifying Key Personnel: The most important factor in identifying key personnel is to find leaders who reflect our values and are aligned with our mission - to put enrollees first, with a whole-person model of care that accounts for enrollees' physical, behavioral, and social needs in a way that recognizes and addresses their cultural differences. It also means leaders who are committed to making a positive impact on the Medicaid delivery system and the social supports infrastructure as a whole. At our core, we seek individuals with a variety of experiences and perceptions. Their unique characteristics, backgrounds and belief drive the groundbreaking, strategic thinking that allows Humana to be impactful in a diverse marketplace. Our Plan Chief Executive Officer (CEO) works alongside our recruitment team, human resources teams, and our national Medicaid leadership and support teams to hire leaders who bring these elements to life while successfully driving strategic, clinical, and operational priorities. This model has been successful. [REDACTED]

In 2019, Forbes Magazine named Humana, Inc. one of the country's Best Employers for DiversityInc in 2019 and the Human Rights Campaign Foundation named us among the Best Places to Work for LGBTQ Equality. Diversity, Inc. also named us a top 50 employer in 2018.

When recruiting candidates, we focused on building a team that blends Louisiana-specific knowledge and experience with experts in Medicaid managed care and national best practices. [REDACTED]

[REDACTED] to bring the best possible combination of expertise, leadership, and experience with unique local considerations. As part of our stringent screening process, [REDACTED]

[REDACTED] e require all key personnel to reside in Louisiana.

Management and Organizational Structure: We have proudly served Louisiana residents for more [REDACTED], employing nearly [REDACTED] Louisiana associates today. We offer a [REDACTED], highly functioning health plan. Our [REDACTED] leads our management team and is accountable for the operational and financial success of the health plan. Our [REDACTED] our key personnel positions ([REDACTED])

[REDACTED] National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS Standards). [REDACTED]

We maintain our [REDACTED] in state, including our [REDACTED]

2.10.2.2.1 For each individual appointed to a key personnel role, a brief description;

Chief Executive Officer (CEO), [REDACTED]: Our CEO oversees all Louisiana market operations. Our CEO lives and works in Louisiana, setting direction for the organization and serving as the primary liaison to LDH. [REDACTED]

[REDACTED]

Chief Operating Officer (COO), [REDACTED]: Our COO is responsible for the organization's day-to-day operations, ensuring our performance requirements are met. The COO establishes and maintains staffing structures necessary to ensure departmental functional responsibilities are completed in a timely and efficient manner, coordinated across the organization, and performed in accordance with established policies and procedures, regulatory, and contractual requirements. [REDACTED]

Chief Medical Officer (CMO), [REDACTED] Our CMO oversees our clinical programs and is involved in all major clinical and quality components of the organization. The CMO oversees the day-to-day administration [REDACTED]

[REDACTED]

Behavioral Health Medical Director (BH MD), [REDACTED]

[REDACTED] The BH MD monitors and oversees [REDACTED]

[REDACTED]

Chief Financial Officer (CFO), [REDACTED]

[REDACTED] Our CFO is responsible for the strategic management and oversight of financial operations for the Plan. [REDACTED]

Pharmacy Director, [REDACTED]: The Pharmacy Director, [REDACTED] oversees all aspects of our pharmacy program. The Pharmacy Director oversees [REDACTED]

[REDACTED]

Contract Compliance Officer, [REDACTED]: Our Contract Compliance Officer tracks and submits contract deliverables and coordinates LDH inquiries and visits. They serve as the primary point of contact for LDH regarding communications and requests related to the Contract. [REDACTED]

[REDACTED]

[REDACTED]

Please refer to Section 2.10.2.2.1, which directly follow the narrative response, for the seven key personnel résumés.

2.10.2.2.2.1 A description of the operating structure's leadership and governance structure;

Our CEO, [REDACTED], leads our Louisiana-based team, [REDACTED]

[REDACTED]
Our COO, [REDACTED]

Our Louisiana-based [REDACTED] is led by our [REDACTED]

Our Pharmacy Director, [REDACTED]

Our Health Plan managers participate in [REDACTED]

2.10.2.2.2.2 An organizational chart of the Proposer's operating structure;

Please refer to Section 2.10.2.2.2.2, which directly follows the narrative, for the organizational chart.

2.10.2.2.2.3 For each such team or unit, a brief description of the role the team or unit plays; and

Please see Sections 2.10.2.2.2.3 and 2.10.2.2.2.4 Staffing Table starting on page 4 of 6.

2.10.2.2.2.4 For each such team or unit a brief description of their major qualifications;

Please see Sections 2.10.2.2.2.3 and 2.10.2.2.2.4 Staffing Table starting on page 4 of 6.

2.10.2.2.2.3 & 2.10.2.2.2.4

Staff Category	Staff Count	Staff Count (including LMHPs)
Prior Authorization Staff (including LMHPs)	10	10
Concurrent Review Staff (including LMHPs)	10	10
Clerical and Support Staff	10	10
Physical Health Provider Services Staff	10	10
Behavioral Health Provider Services Staff	10	10

Peer Support Specialist Staff	[REDACTED]
Enrollee Services Staff	[REDACTED]
Claims Processing Staff	[REDACTED]
Encounter Processing Staff	[REDACTED]

Physical Healthcare Management Staff	
BH Care Management Staff	
Fraud, Waste, and Abuse (FWA) Investigators	
Behavioral Health Liaisons	<div> <div>Role: Liaise with various entities to ensure compliance with state requirements</div> <div>FTEs: 3</div> </div>
Lead/Role: BH MD – Oversees and supports	