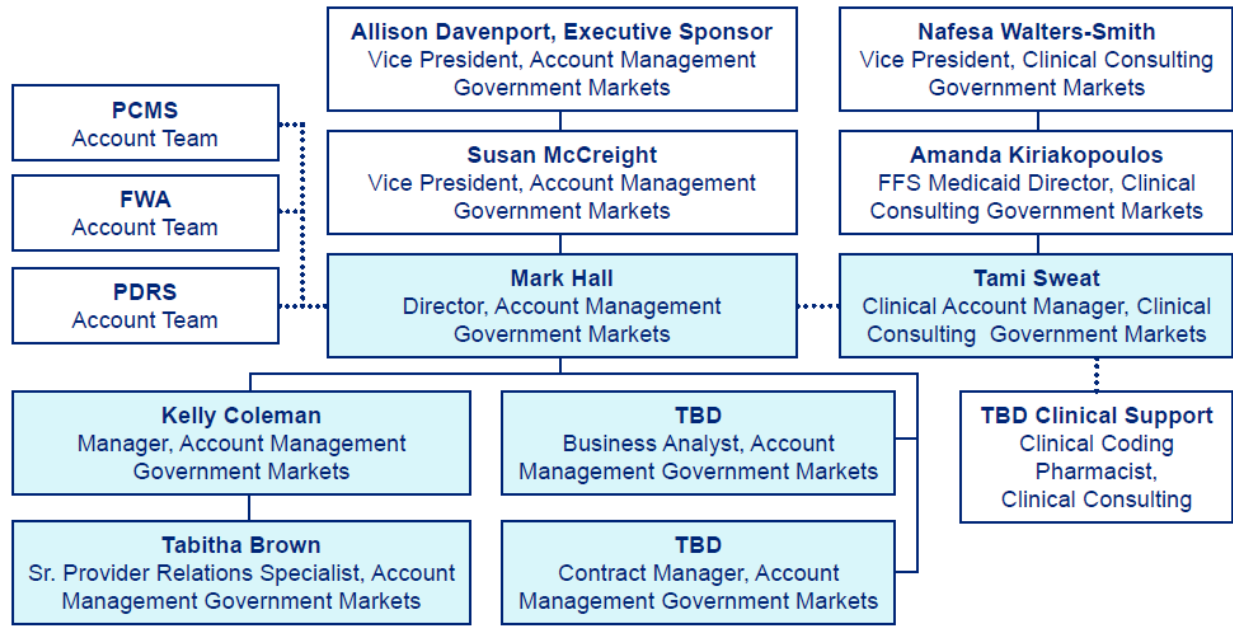


MSQ33,a - Optum Rx Organization Chart

CONFIDENTIAL, PROPRIETARY AND TRADE SECRET INFORMATION OF OPTUM RX

Optum Rx NASPO FFS Medicaid - PBA Account Management Team



Key Resources

Account Director
Account Manager
Clinical Account Manager
Business Analyst
Sr. Provider Relations Specialist
Contract Manager

Our core PBA team, including key resources, brings decades of experience working together within the Optum Rx organization on Medicaid FFS business. You can be confident that our key staff are supported by a team of professionals who understand Medicaid and the coordination required with PCMS, FWA, and PDRS teams.

MSQ33,b,c - Optum Rx Staff Biographies

Following are brief biographies of each key account management team member's role and responsibilities.

Account Management Team

CONFIDENTIAL, PROPRIETARY AND TRADE SECRET INFORMATION OF OPTUM RX



Allison Davenport
Market President, Public Sector
GA NASPO Executive Sponsor

Market President, Public Sector and Government Markets Professional Summary.

Allison joined UnitedHealth Group in 2006, and has served multiple roles, including CEO of UnitedHealthcare's Government Programs in Pennsylvania and Delaware, and Chief of Staff for the Northeast and Southeast regions of UnitedHealthcare Community & State. Most recently, Allison served as Senior Vice President of Optum Behavioral Health (OBH), where she was directly accountable for all OBH's commercial and government lines of business and led a nationwide team of over 400 professionals. Currently, Allison is President, Public Sector of Optum Rx, where she oversees public sector and government programs growth and client management.

Allison began her career in health care with the Pennsylvania Department of Human Services and resides in Philadelphia. Allison's most recent Board service includes the Pennsylvania Chamber of Business and Industry, the Public Health Management Corporation, and Leading Age PA. From 2018 - 2020, she served as the founding President of the Pennsylvania Association of Managed Care Organizations. In 2019, Allison was recognized with an award of distinction for her work with children in Philadelphia's foster care system as a volunteer Court Appointed Special Advocate.

**CONFIDENTIAL, PROPRIETARY AND TRADE SECRET INFORMATION OF OPTUM
RX**

Susan McCreight
Vice President, Account Management

As Vice President, Account Management, Susan McCreight is responsible for the Government Segment, specifically Optum Rx's Fee-For-Service Medicaid and Federal customers. She is the manager of our customers' Account Directors and has responsibility for 17 staff members in total who provide account management support to our customers. Ms. McCreight joined the Optum organization in 2006 and has extensive experience in the PBM and health care industries with over 35 years of client service experience.

She previously served as the Account Director for current customer The Georgia Department of Community Health and now, as VP of a Government segment, has responsibility for our customers Indiana Office of Medicaid Policy & Planning (IN FFS Medicaid), Georgia Department of Community Health (GA FFS Medicaid), Acentra-Washington Health Care Administration (WA FFS Medicaid), Arizona Health Care Cost Containment System (AHCCCS) Administration (AZ FFS Medicaid), South Dakota Department of Social Services (SD FFS Medicaid), Veterans Affairs Health Administration Center and Canadian IT contracts.

Ms. McCreight has over 26 years of PBM experience, the last 17+ years with Optum Rx. She has experience in PBMs' Leadership roles, Account Management & Sales (Commercial, Workers' Compensation, TPA, Medicaid Managed Care and FFS), Product Development, Services & Change Management and Employee, Provider & Client End User Training.

**CONFIDENTIAL, PROPRIETARY AND TRADE SECRET INFORMATION OF OPTUM
RX**

Mark Hall, MBA, PMP
Account Director
Key Staff

Account Director

As Account Director, Mark Hall is the primary owner of Optum Rx's relationship with the State. Mr. Hall leads the assigned account management team and serves as your strategic advisor, responsible for maintaining compliance with the State's contract, account performance, and overall client satisfaction. Mr. Hall also coordinates with other State vendors which integrate with PBA services to ensure that pharmacy related services work seamlessly with other components of the pharmacy solution and align with the State's MEST initiatives.

Mr. Hall joined the Optum organization in 2006 and has extensive experience in the PBM industry. He previously served as Implementation Manager while at Optum where he implemented pharmacy programs for: Washington Medicaid, Georgia DCH FFS Medicaid/PeachCare, Bureau of TennCare, Ohio Bureau of Workers' Compensation, Virginia Medicaid, and Nevada Medicaid. Mr. Hall has successfully managed projects for GA DCH including: various system enhancements, report automation, the Ordering, Referring Prescribing (OPR) closed prescriber network, and Actual Acquisition Cost pricing changes.

He has 9 years of experience in his current role as Account Director, supporting GA DCH FFS Medicaid Pharmacy Services. Mr. Hall has a Masters degree in Business Administration, a Project Management Professional (PMP) certification and 23 years of Fee for Service Medicaid experience. He currently resides in Grayson, GA.

**CONFIDENTIAL, PROPRIETARY AND TRADE SECRET INFORMATION OF OPTUM
RX**

Kelly Coleman, CPhT
Account Manager
Key Staff

Account Manager

Your Account Manager, Kelly Coleman, is the State's primary liaison and manages daily operations, projects, reporting and strategic consultation. Ms. Coleman's roles include overseeing operational functions of the account, providing analytical and data evaluation, program counseling and outcome measurement. Additional responsibilities include the following:

- Oversees provider relations activities
- Manages resource responsible for SMAC delivery
- Oversees client SharePoint site administration
- Works directly with State Pharmacy team on operationalizing new initiatives
- Ad-hoc reporting
- Oversees the support for pharmacy integration with the State, MMIS, and other vendors.
- Oversees the PBA financial operations
- Coordinating with State PCMS, FWA, and Rebate vendor(s)

Ms. Coleman joined Optum Rx in 2008 where she has served on the Georgia FFS Medicaid account. She is currently the Account Manager. Some of her GA projects include, but are not limited to: Managing changes for the new State bank vendor; GA Pathways changes; modernizing Performance Guarantee reporting; COVID changes; migration from NCPDP 5.1 to D.0; Pharmacy changes related to State MMIS vendor change.

Ms. Coleman is a Certified Pharmacy Technician and has 24 years of FFS Medicaid experience. She resides in Atlanta, GA

**CONFIDENTIAL, PROPRIETARY AND TRADE SECRET INFORMATION OF OPTUM
RX**

Tabitha Brown
Sr. Provider Relations Specialist
Key Staff

Sr. Provider Relations Specialist

Your Sr. Provider Relations Specialist, Tabitha Brown, is responsible for managing the relationship with your pharmacy provider network for PBA services. Ms. Brown handles day-to-day provider issues and pricing disputes that may arise. She works directly with various departments throughout the Optum organization to provide timely provider resolution. In addition to provider support, Ms. Brown performs -SMAC operations in support of contract requirements and administers the dedicated external PBA SharePoint site. Duties for Ms. Brown include, but are not limited to:

- Payment questions and issues
- Remittance questions and issues
- Provider enrollment and bank related questions
- Payee adjustments
- Dispute resolution processing for SMAC, NADAC, FUL, SSPR, WAC, GEAC
- Provider communications
- Georgia Pharmacy Association Liaison
- Handling general provider inquiries

Ms. Brown joined the Optum organization in 2009. She has 24 years of FFS Medicaid pharmacy experience in the areas of call center (member and provider), manual claims, benefit setup, rebates and provider relations. In 2012, Ms. Brown began supporting the GA DCH account at Optum Rx as a Provider Relations Representative and currently resides in Atlanta, GA.



Contract Manager Key Staff

Contract Manager

The Contract Manager assigned to the State is responsible for ensuring day-to-day contract compliance activities are coordinated and executed with the responsible Optum Rx internal business partners. The Contract Manager is also responsible for ensuring that our performance is documented and aligns with the service level agreements outlined in the RFP attachment E. Specific duties include, but are not limited to:

- Managing contract compliance through requirements traceability
- Maintaining changes in business decisions, approaches, processes in the requirements analysis document
- Coordinating with Optum Rx internal business partners to measure and report on performance
- Provide contract performance evidence to the State compliance and pharmacy teams
- Work with the State on any issues or questions related to contract compliance
- Support contract amendment process for any scope changes requiring an amendment

The Contract Manager's credentials include a bachelor's degree and a minimum of 3 years PBA experience in a similar role.



Business Analyst Key Staff

Business Analyst

Your Business Analyst is responsible for managing the scheduled and ad-hoc reporting requirements for the State for FFS Medicaid pharmacy. In addition, the business analyst coordinates with the Optum Rx IT teams to perform custom queries to support the State Program Integrity department for Qui Tam and other cases. The Business Analyst manages the day-to-day support of the custom State interfaces with the PBA systems to ensure files are being delivered and processed within the service level requirements. Additional duties include, but are not limited to:

- Delivering monthly reports
- Triaging issues with PBA system components
- Managing changes to the PBA integration points
- Delivering files to the State custom external SharePoint site
- Creating and delivering ad-hoc reports upon request by the State
- Maintaining meeting agendas and meeting notes
- Working with Optum Rx teams to implement system changes as required
- Handling call center escalations sent to the account team for resolution
- Coordinates with State PCMS, FWA, and Rebate vendor(s)

Your Business Analyst has a bachelor's degree and at least 3 years of direct PBA experience. The Business Analyst resides in the Atlanta, GA area.

**CONFIDENTIAL, PROPRIETARY AND TRADE SECRET INFORMATION OF OPTUM
RX**

Amanda Kiriakopoulos Pharm.D.
FFS Medicaid Associate Director, Clinical Consulting

As an FFS Medicaid Clinical Consultant Associate Director, Amanda Kiriakopoulos is the primary functional clinical resource for Optum Rx FFS customers and other FFS clinical consultants. Amanda Kiriakopoulos strives to make customer-specific clinical recommendations that help with Preferred Drug List management, cost-containment goals, and improved patient outcomes.

Amanda is a Pharm.D. and joined Optum Rx in 2013. Her previous experience includes a variety of pharmacy roles, including inpatient hospital pharmacy, PBM specialty/oncology, retail pharmacy, and long-term care with a focus on IV and compliance.

Amanda Kiriakopoulos holds a Doctor of Pharmacy degree in pharmacy from Butler University. She is also certified in pharmacogenomics and ECHO trained in opioid use disorder. She is a member of Rho Chi, Pharmacy Quality Alliance, Indiana Pharmacists Alliance, Affiliate faculty at Purdue University, and on the American Drug Utilization Review Society Board of Directors and Program Committee.

**CONFIDENTIAL, PROPRIETARY AND TRADE SECRET INFORMATION OF OPTUM
RX**

Tami Sweat, Pharm.D.
Clinical Account Manager
Key Staff

Clinical Account Manager

As a Clinical Account Manager, Dr. Sweat is the primary functional clinical resource for Georgia FFS Medicaid. She works to make client-specific clinical recommendations that help with PDL management and cost-containment goals as well as improve care.

Additional duties include but are not limited to:

- Analyzes utilization trends to assist the State with identifying cost management strategies
- Researches new drugs or new applications of existing drugs
- Acts as a primary clinical PBA resource for the State
- Leads cross-functional project teams to develop new or enhanced programs to support the State's clinical needs
- Coordinates with State PCMS, FWA, and Rebate vendor(s)

Dr. Sweat joined Optum Rx in 2006 and resides in Kennesaw, GA. Her previous experience includes a variety of pharmacy roles, including pharmacy consulting, clinical account management, Therapeutic Consultation and Intensified Benefits management, long-term care, and retail pharmacy.

Dr. Sweat has 23 years of experience in FFS Medicaid and holds a doctorate and bachelor's degree in pharmacy from University of South Carolina. She has also completed an ASHP Pharmacy Practice Residency.