



**Town of Arlington  
Office of the Town Manager**

**Adam W. Chapdelaine  
Town Manager**

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**MEMORANDUM**

**DATE:** January 15, 2021

**TO:** Board Members

**SUBJECT:** Appointment to the Council on Aging

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This memo is to request the Board's approval of my appointment of Laura Liscio, Arlington, MA, as a member on the Council on Aging, with a term expiration date of 01/31/2024.

A handwritten signature in blue ink, appearing to read "Adam W. Chapdelaine".

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**Town Manager**

## CAREER SUMMARY

High-energy professional with successful careers in healthcare/managed care and social services. Extensive background in provider partnerships and engagement; contracting; program management, supervision; and social services. Specific expertise in Medicare/Medicaid, ancillary, long term care, and community-based services. Success factors include prioritizing and meeting deadlines, detail orientation, and working effectively in both teams and individually.

### Areas of expertise:

- Provider Partnerships
- Contract Negotiations
- Leadership
- Medicare/Medicaid
- Social Services
- Community Relations

## EXPERIENCE

### Commonwealth Care Alliance

2016 – 2019

#### Director of Contracting, Ancillary & Community Based Services

- Led teams of contract managers and specialists for managed care plan serving highly vulnerable individuals dually eligible for Medicare and Medicaid services under the Senior Care Options (SCO) and OneCare programs.
- Developed and managed networks of ancillary, long term services and supports, and behavioral health providers.
- Led provider engagement activities for high profile providers and provider types, such as Aging Services Access Points (ASAPs), community-based services, home care agencies and skilled nursing facilities.
- Developed networks to assure provider type sufficiency for regulatory compliance with state and federal requirements.
- Re-designed positions and created new organizational structures to meet fast growing company needs.
- Coached, mentored, trained and managed staff in performance excellence.

### United Community Plan, Mass Senior Care Options (SCO) /RI Managed Medicaid

2014 – 2015

#### Senior Director, Network Programs

- Led all aspects of provider networks: contracting; provider relations; network operations, communications and claims; credentialing and compliance.
- Directed contracting and provider relations for skilled nursing facilities, Aging Service Access Points (ASAPs) and Home and Community Based Services (HCBS) and negotiated high profile agreements.
- Managed and assured all SCO requirements with various departments for hospitals, physicians, community health centers, ancillary, behavioral health, dental, vision, pharmacy and transportation providers, including network performance and corrective action plans.
- Led network growth strategies in collaboration with sales/marketing and clinical departments.
- Designed, implemented and conducted credentialing for all HCBS providers, including new credentialing policy and procedures for state compliance.
- Responsible for all provider and network program compliance, including frail elder waiver project.

### Kindred Healthcare, Inc.

Jan 2014 – Dec 2014

#### Director, Managed Care, Integrated Markets

- Directed team and strategy for managed care contracting & payor relationships for New England.
- Key market leader for liaison between health plans & Kindred's Integrated Market divisions: long-term acute care hospitals; skilled nursing facilities; home health care and hospice.
- Collaborated with internal and external customers to enhance partnerships which utilize the value of Kindred's full post-acute continuum and creative new clinical programs.
- Worked closely with division leadership, including CFOs, Sales & Marketing, Clinical & other Executives to increase managed care revenue impacts.

### Consultant: Health Plans, ACOs, Provider Systems

2011 – 2013

- Boston Medical Center HealthNet Plan



- Developed new provider networks and negotiated all contracts for the Medicare/Medicaid One Care Demonstration Program for Long Term Services and Supports (LTSS).
- Designed community support services contracts, including program design, reimbursement strategies, and fee schedules for highly complicated matrix of services to integrate care for multiple populations with complex medical, social, and behavioral health needs.
- Developed relationships with key stakeholders and advocates: e.g. ASAPs, Independent Living Centers (ILCs) and Arc's.
- **Cambridge Health Alliance Accountable Care Organization (ACO)**
  - Developed project strategy and implementation for selection of skilled nursing facility and home health care partnerships to enhance communications and reduce re-hospitalizations.
  - Drafted legal language and program specifications for contracting.
- **CeltiCare Health Plan**
  - Researched, designed, negotiated and implemented contracting and reimbursement structures for several ancillary service provider types and designed and negotiated single case agreements for non-contracted physicians and hospitals.
  - Assured physician network adequacy.

**MassHealth, Office of Acute and Ambulatory Care**

2010 - 2011

**Deputy Director, Managed Care Organizations**

- Contracting and operational oversight of 5 Medicaid Managed Care Plans (MCOs), serving approximately 500,000 MassHealth enrollees.
- Development, with legal staff, of certain program implementations for health care reform.
- Primary contact/liaison for behavioral health and pharmacy initiatives.

**Blue Cross and Blue Shield of Massachusetts, Inc.**

2002 - 2009

**Ancillary Contract Director**

- Directed contracting and project management for several ancillary provider types including, but not limited to: skilled nursing facilities, inpatient rehabilitation, home care, hospice, specialty pharmaceuticals.
- Designed and implemented multi-team project strategies for skilled nursing facility pay for performance incentive programs and high priority Specialty Pharmaceutical contracting resulting in company savings of over \$15 million in a 2-year period.
- Led financial modeling and analysis for ancillary rate schedules and negotiated high profile contracts.

**Tufts Health Plan**

1994 - 2002

**Manager, Ancillary Services**

- Managed, recruited, developed and trained teams of contract and analytical staff responsible for procuring ancillary services for multiple provider types and vendor programs.
- Coordinated with Research & Analysis team for ancillary medical budget process and led financial analysis for ancillary fee schedules.
- Developed and managed high visibility projects, including community health centers and Medicaid.
- Developed new ancillary networks in expansion states, NH, ME, RI, for Tufts New England.

**Social Work Leader in Community and State-wide Human Service Programs**

- Director of Springfield Infant Mortality and Teenage Pregnancy Coalition
- Statewide Manager for Homeless Families, Deputy Commissioner's Office, Department of Social Services
- Manager, Tenant Services at Roosevelt Towers, Cambridge Housing Authority
- Field Faculty Instructor: Boston University, Boston College, Univ. of Conn. Schools of Social Work

**EDUCATION**

**Boston University, Master of Social Work, LICSW, Community Organization and Management**  
**University of Connecticut, Bachelor of Science**  
**Bentley College, Human Resource Management Certificate**

OFFICE OF THE SELECT BOARD

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January 7, 2021

Laura Liscio  
Arlington, MA 02474

[ljliscio@comcast.net](mailto:ljliscio@comcast.net)

Re: Appointment: Council on Aging

Dear Ms. Liscio:

As a matter of the standard appointment procedure, the Select Board requests that you attend a virtual meeting of the Select Board conducted by remote participation, on Monday, January 25<sup>th</sup> at 7:15 p.m.

It is a requirement of the Select Board that you join this virtual meeting. This will give the Board an opportunity to meet and discuss matters with you about the area of activity in which you will be involved.

Information which includes the link to the meeting will be available at the bottom of the Select Board Agenda as well as on the Town Calendar when the meeting is posted Thursday, January 21<sup>st</sup> by 7:00 p.m.

Please contact this office by e-mail, [lcosta@town.arlington.ma.us](mailto:lcosta@town.arlington.ma.us), if you have any questions.

Thank you.

Very truly yours,  
SELECT BOARD

A handwritten signature in cursive script, reading "Marie A. Krepelka".

Marie A. Krepelka  
Board Administrator