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OBJECTIVE

Aligning people, process and technology with business objectives ®

RESPONSIBILITY

Develop and lead cross-functional teams to realize the objectives of the business and build a best practice IT infrastructure and support environment

LEADERSHIP

Provide leadership to implement IT and Business Alignment best practices:

- IT Governance Structures and Strategic Planning are in place
- Business Strategies are internalized to achieve IT alignment
- IT Portfolio Management provides the basis for IT investment decisions
- Resources are balanced across support and development projects
- Project Management controls guide all major projects
- An enterprise view of Business risk and IT risk is maintained and managed
- Disaster Recovery, Business Continuation Planning, Privacy and Security are institutionalized activities

PROFESSIONAL EXPERIENCE

INTERIM CIOs

President and CEO

2000 to Present

An Interim CIO and trusted advisor to CEOs, COOs and Boards of Directors to assess IT environments, review options, develop IT Strategic Plans, and lead enterprise-wide Business Process Reengineering projects.

Sample Engagements:

Gorman Health Group is the nation's leading consulting and business solutions firm in the Medicare managed care marketplace. Projects completed for the GHG include:

- Provide interim CIO services to GHG clients, including the design of a Virtual Office infrastructure and application platform for a start-up Managed Care Organization offering Medicare coverage to institutionalized seniors
- Provide IT architectural strategy, guidance and systems integration services to support the development of a Special Needs Plan (SNP)
- Design and utilize technology solutions to perform Medicare marketing, enrollment, eligibility and Prescription Drug Event (PDE) reconciliation for multiple Blue Cross & Blue Shield Health Plans across the country

- Lead Business Process Reengineering (BPR) efforts in Medicare Advantage and Prescription Drug Health Plans (MAPDs) to support CMS compliance and best practice membership operations
- Provide embedded Consulting Services to Pharmacy Benefit Managers (PBMs) related to the complex process of real-time Part D prescription drug claims adjudication; including retroactive eligibility changes, Low Income Cost Sharing (LICS), TrOOP balance accumulators, adjustments, reversals, Relay Health transaction processing and Coordination of Benefits (COB)
- Led a Health Information Technology (HIT) project analyzing the marketability of a Health Information Exchange (HIE) hosting the interoperability of multiple Hospital, Physician, Lab and Diagnostic Imaging Center Electronic Medical Records (EMRs) to maintain a centralized Electronic Health Record (EHR) for member patients
- Led a financial due-diligence project with a Managed Care Organization (MCO) to review Medicare operations in key areas with potential high-risk operational or compliance exposure; including Finance and Revenue management, Part D liability analysis, PDE performance reporting, Plan to Plan financial reconciliation, Risk Adjustment assessment, Claims processing, Sales management, and Member Services appeals, grievances and regulatory compliance

CHS Cooperatives is a producer-to-consumer cooperative owned by farmers, ranchers and local co-ops. Deliverables from the Interim CIO engagement included:

- Established an IT Steering Committee with a formalized process to present and prioritize business integration projects
- Designed an Enterprise Application Integration (EAI) strategic platform to support internal and external data communication and systems integration
- Designed a Shared Services architecture for centralized IT Infrastructure and Human Resource services
- Published IT Strategic Plans for four operating groups and an IT Strategic Plan for the Grain & Foods division
- Outlined a Disaster Recovery / Business Continuation Plan for the enterprise

CRANESPHARMACY.COM

Chief Information Officer (CIO)

1999 to 2000

Responsible for IT leadership and strategy to support the cranespharmacy.com business model of designing, building and hosting private label e-pharmacy sites on the Internet. The IT challenge was to define an application framework that would support multiple clients and design a technical infrastructure that would provide integrity, security and scalability for clients and consumers. The first client site was soft launched on the Internet in June 2000.

UNITED HEALTHCARE

VP, COO, Allina/Medica Services Contract

1996 to 1999

Responsible for the outsourcing agreement between UHC and the Allina Health System to provide billing, enrollment, claims processing, underwriting, accounting and information systems to support the Medica Health Plan, a \$1 billion, 1 million member managed care organization. Mr. Clark led both sides of the Shared Services agreement as COO for UHC and interim CIO for Medica, managing an annual UHC budget of \$80 million.

VP, Business Information Systems / Regional CIO

1994 to 1999

Combined business analysts, testers and trainers from UHC business units with 150+ technical IT employees to form a 230 employee IT organization focused on designing, developing and supporting health plan information systems.

TECHNALYSIS / Compuware

Vice President, Professional Services / Corporate Officer

Responsible for Sales, Marketing, Human Resources and Branch Office Operations of Technalysis' Professional Services Division, including profit and loss responsibility for four Branch offices and 275 employees

EDUCATION

North Dakota State University, Fargo, ND
Bachelor of Science, Mathematics

CERTIFICATIONS

Certification in Data Processing (CDP) from DPMA/AITP/ICCP
Able Toastmaster recognition (ATM) from Toastmasters International

SECURITY CLEARANCE

Secret clearance from DISCO - Columbus, Ohio

COMMUNITY INVOLVEMENT

Past President, Association of Information Technology Professionals (AITP)
Board of Advisors, Benchmark QA
Board of Advisors, New Life Medical Clinics
Board of Advisors, PRC Consulting, Inc
Technical Advisory Committee, Dunwoody Institute, College of Technology
Technical Advisory Committee, Capella University, School of Technology
Minnesota High Tech Association (MHTA) member
Healthcare Information and Management Systems Society (HIMSS) member
America's Health Insurance Plans (AHIP) member