



An Update on Coverage, Affordability, and Access in Massachusetts: Findings from the 2018 Massachusetts Health Reform Survey (MHRS)

Featuring a new focus on access to mental health and substance use disorder (MH/SUD) services

Speaker Biographies

Gretchen Acevedo is the Program Director of Behavioral Health Addiction Urgent Care at Community Healthlink, where she has worked since 2009. As a direct care nurse on the Acute Detoxication Unit she quickly discovered her passion for supporting clients in early recovery. In 2014 she moved through the ranks and became the Admissions Director for the Acute Addiction Continuum. Ms. Acevedo was instrumental in developing Community Healthlink's Behavioral Health Addiction Urgent Care model, which seeks to increase the accessibility of treatment and eliminate obstacles for clients seeking substance abuse recovery services. In her current role, she oversees a multidisciplinary team of nurses, case managers, residential counselors, and clinicians. She shares her vision, passion, and dedication for addressing the complex needs of clients in early recovery with her team. Ms. Acevedo prioritizes the professional growth and development of employees, instilling strong values and commitment to improving services. Ms. Acevedo obtained her certification as a Licensed Practical Nurse from Quinsigamond Community College in 2007. She is active in the Worcester community and has proven that she is dedicated to ensuring that access to care is obtainable and individuals who seek recovery services are provided with respect and non-judgmental care.

Ken Duckworth, MD, is the Blue Cross Blue Shield of Massachusetts (BCBSMA) Medical Director for Behavioral Health. In that role, Dr. Duckworth leads BCBSMA's strategic efforts in the areas of mental health and substance use disorders. Prior to this role, he spent three years as the Associate Medical Director at BCBSMA supervising physicians and psychologists in the insourced behavioral health service. Prior to BCBSMA, Dr. Duckworth spent six years as a Medical Director at Vinfen Corporation. He has also served as both the Chief Medical Officer and Acting Commissioner for the Massachusetts Department of Mental Health (DMH). Dr. Duckworth has provided direct service on a dual diagnosis assertive community treatment team and currently volunteers to see patients in DMH's early psychosis program at the Massachusetts Mental Health Center.

Dr. Duckworth attended the University of Michigan, graduating with high honors and Temple University School of Medicine where he graduated in the Medical Honor Society AOA. He trained in adult and child and adolescent psychiatry at the Massachusetts Mental Health Center. He is an Assistant Professor of Psychiatry at Harvard Medical School and teaches resident psychiatrists there. Dr. Duckworth is a Distinguished Fellow at the American Psychiatric Association and was awarded the Presidential Patient Advocacy Award from that organization in 2011. He has also received the Clinical Excellence Award from the Massachusetts Psychiatric Society and was awarded the Drew Foley Award from the Massachusetts Association for Mental Health in 2014. He is board certified in Child and Adolescent Psychiatry, Adult Psychiatry, and has also completed a forensic psychiatry fellowship.

Audrey Morse Gasteier serves as chief of policy and strategy at the Massachusetts Health Connector. She leads policy development and strategy related to the Health Connector's role as a state-based health exchange, program and product design, policy research, government affairs, and outreach and communication efforts aimed at engagement with

consumers and employers. Prior to joining the Health Connector in 2012, she served as director of health systems policy at the Massachusetts Division of Health Care Finance and Policy, where she worked on Massachusetts health reform analysis and regulation. She also served as a policy analyst at the Association of Community Human Service Agencies in Los Angeles, California. Ms. Gasteier holds a MS in health policy and management from the Harvard School of Public Health and a BA from Mount Holyoke College.

David C. Henderson, MD is Professor and Chair of Psychiatry and Assistant Dean Office of Diversity and Inclusion at Boston University School of Medicine and Chief of Psychiatry at Boston Medical Center. Dr. Henderson previously served as Director of The Chester M. Pierce, MD Division of Global Psychiatry at Massachusetts General Hospital (MGH), Director of the MGH Schizophrenia Clinical and Research Program, and Medical Director of the Harvard Program in Refugee Trauma. Dr. Henderson serves as Co-Director of the NIMH T32 Massachusetts General Hospital-Boston University School of Medicine Global Mental Health Clinical Research Fellowship. He has worked internationally for the past 25 years in resource-limited settings, and areas impacted by mass violence, disasters and complex emergencies. Dr. Henderson has conducted research and training programs in Bosnia, Cambodia, East Timor, Ethiopia, Haiti, Liberia, New Orleans, New York City, Rwanda and Peru, South Africa, and Somaliland among other places. His work has consisted of field studies, needs assessments, mental health policy development and strategic planning, quantitative and qualitative surveys, mental health capacity building programs for specialized and primary health professionals, and skill-transfer program evaluation. In the United States, he has conducted more than 30 randomized clinical trials in severely mentally ill populations. Dr. Henderson has also directed a schizophrenia research training fellowship, and mentored trainees and junior faculty.

Kaitlyn Kenney Walsh, PhD, is the Senior Director of Policy and Research at the Blue Cross Blue Shield of Massachusetts Foundation. In this role, she oversees the policy and research arm of the Foundation's work, focusing on access and affordability of health care and health insurance, access to behavioral health services, and social determinants of health. Prior to joining the Foundation, she was the Director of Policy and Research for the Commonwealth Health Insurance Connector Authority where she was responsible for identifying the implications of national health care reform for the Commonwealth and its residents and developing policy associated with the state's own health reform law. Ms. Kenney Walsh has served as a Rappaport Public Policy Fellow in the office of Senator Richard Moore and as a guest lecturer on the American health care system at Providence College. She holds a PhD in public and international affairs and a master's degree in political science from Northeastern University and a bachelor's degree from Providence College.

Sharon K. Long, PhD, an economist and Senior Fellow in the Health Policy Center at the Urban Institute, conducts quantitative and qualitative research on health and social issues to support federal and state policy initiatives. This includes an evaluation of the impacts of Massachusetts' 2006 health reform initiative using the Massachusetts Health Reform Survey (MHRS), along with the on-going tracking of health insurance coverage and health care access and affordability in the Commonwealth with the MHRS through 2018. Dr. Long's Massachusetts evaluation work using the MHRS was awarded AcademyHealth's Health Services Research Impact Award in 2012.

More recently, she has conducted evaluations of the impacts of the Affordable Care Act (ACA) for the Office of the Assistant Secretary of Policy and Evaluation at the U.S. Department of Health and Human Services and for the Robert Wood Johnson Foundation (RWJF). As part of the RWJF-funded evaluation of the ACA, Dr. Long directs the Urban Institute's Health Reform Monitoring Survey (HRMS), a cutting-edge internet survey that is providing rapid-cycle feedback on the ACA. The HRMS was awarded the American Association for Public Opinion Research (AAPOR) Policy Impact Award in 2016. Dr. Long has a PhD in Economics from the University of North Carolina at Chapel Hill.

Manny Lopes is President and CEO of the East Boston Neighborhood Health Center (EBNHC). With 1,200 employees and over 90,000 patients, EBNHC is one of the largest and most prominent community health centers in the country. During his five-year tenure, he has implemented a strategic focus on quality, low-cost care that keeps pace with ever-increasing demand. Under his leadership, the organization earned a level-three Patient-Centered Medical Home designation and was named to the Boston Globe's "Top Places to Work" list for four years running. In 2017, EBNHC received a Healthcare Informatics Innovator Award for its advanced IT-based behavioral health integration program.

Mr. Lopes serves on numerous boards and committees, including the Boston Public Health Commission, and Board of Directors of Blue Cross Blue Shield of Massachusetts Foundation. He is founding chair of the board of Community Care Cooperative (C3), a FQHC accountable care organization. Manny was also privileged to serve on the transition committees for Mayor Marty Walsh and Governor Charlie Baker.

In 2015, Mr. Lopes was awarded the NAACP President's Award by the organization's Boston Chapter. In 2017, he was named to El Planeta's list of the 100 most influential leaders in Greater Boston's Latino community for the third year in a row. In 2017, he was named to the "Get Konnected" list of Boston's 50 Most Influential People in Healthcare. Mr. Lopes earned a master's degree in business administration from Northeastern University's Graduate School of Business. In 2017, he was awarded an honorary doctoral degree from Becker College, where he delivered the honors convocation.

Robert Seifert is a 30-plus year public policy professional who has held positions both in and outside of government. He has focused his career on health care reform; health coverage, financing and access; and issues of poverty and inequality. Mr. Seifert became the Senior Director for Health Law and Policy in the University of Massachusetts Medical School's Commonwealth Medicine Division in November 2018.

Since joining the Medical School in 2007, Mr. Seifert's work includes analyzing state and national health care reform, writing and speaking about Medicaid and CHIP policy, and assisting the Commonwealth of Massachusetts and other clients in efforts to improve the delivery and financing of services to children, people with complex health care needs – including those needing long-term services and supports – and those with health-related social needs such as stable housing. He is the author or co-author of numerous policy analyses and issue briefs related to these and other health policy issues.

Previously, Mr. Seifert was the executive director of the Massachusetts Medicaid Policy Institute and, prior to that, policy director of The Access Project. Earlier in his career, he worked at the Massachusetts Rate Setting Commission, later called the Division of Health Care Finance and Policy. He has additional government experience at the federal and municipal levels, at the U.S. Department of Health and Human Services and the New York City Human Resources Administration. Mr. Seifert holds a master's degree in public affairs from Princeton University and a bachelor's degree in economics from Wesleyan University. He also is an adjunct instructor in health policy at the Tufts University School of Medicine.

Audrey Shelto is President of the Blue Cross Blue Shield of Massachusetts Foundation. Ms. Shelto has over 30 years of achievement in improving the delivery of health care and human services, particularly for low-income and vulnerable populations. She assumed leadership of the Foundation in August 2013.

Prior to joining the Foundation, Ms. Shelto directed Blue Cross Blue Shield of Massachusetts' efforts to develop a demonstration program for those dually eligible for Medicaid and Medicare. Previous positions at Blue Cross Blue Shield of Massachusetts included senior vice president for Health and Wellness, where she led the development of a new member-centered model of provider-integrated health management designed to improve health care quality and affordability. Ms. Shelto's other professional experience includes positions as chief operating officer of Neighborhood Health Plan, executive director for the Boston Mayor's Advisory Committee on Health Care, associate commissioner of

the Massachusetts Department of Mental Health, and assistant budget director for the Massachusetts Executive Office for Administration and Finance. She holds a bachelor's degree with honors from the University of Connecticut and a master's degree in management of human services from the Heller School at Brandeis University.

Dara Taylor is the Director of Diversity and Inclusion as well as the Director of Consumer Assistance at Community Catalyst, a national non-profit organization founded in 1998 to build state-level advocacy networks and consumer leadership to improve health and health care in America. Ms. Taylor has a 10+ year tenure at Community Catalyst. In her role, she provides strategic direction for Community Catalyst program initiatives related to health equity, ensuring that the organization embeds health equity strategies and considerations into all facets of programming both internally and externally. Additionally, she provides leadership, strategic direction and overall management for Community Catalyst projects related to consumer assistance and outreach, education and enrollment. These projects include the Expanding Coverage through Consumer Assistance Program, In the Loop (a joint project between National Health Law Program and Community Catalyst), as well as the organization's consumer assistance-focused technical assistance to state and local consumer advocates.

Prior to joining Community Catalyst, Ms. Taylor worked for the Missouri Foundation for Health as well as the U.S. District Court for the Eastern District of Missouri (Probation). Ms. Taylor's experience spans facilitation; advocacy technical assistance in coalition building and maintenance, organizational strategic planning, and designing and implementing successful health advocacy campaigns; community organizing and fundraising on issues related to racial justice, children's health, HIV/AIDS and physical and mental disabilities. She holds a bachelor's degree in psychology from Wellesley College and a master's degree with a concentration in health policy and management from the Johns Hopkins Bloomberg School of Public Health.

Nancy Turnbull is Senior Associate Dean for Professional Education and a Senior Lecturer in health policy at the Harvard T.H. Chan School of Public Health. Her research interests include health insurance, insurance regulation, and health access. Ms. Turnbull has been an active participant in the passage and implementation of the health reform law in Massachusetts, including as the consumer representative on the board of the Health Connector. Earlier in her career, she was the First Deputy Commissioner and Deputy Commissioner of Health Policy at the Massachusetts Division of Insurance.

Ms. Turnbull is on the board of a number of health care organizations, including Commonwealth Care Alliance, an organization that provides integrated medical care and social support to low-income frail elders and other individuals with complex special needs.