

CAPABILITY STATEMENT

2022



JWHammer LLC
Access, Analysis, Results

ABOUT US

JWHammer, LLC provides results driven consulting services. We effectively and efficiently work with MCOs to assist with preparation of the HFS required QBRs (Quarterly Business Reports), conduct the HFS required vendor policy audits, manage community partnerships to ensure quality improvement is maximized, provide analyses of competitor initiatives, implement and manage pilot projects and programs, and provide regulator (insurance department) navigation regarding financial solvency issues and financial examinations.

The JWHammer team, led by former Illinois Insurance Director Jennifer Hammer, brings decades of experience in law, policy and regulation. JWHammer develops project plans to fit your needs. We successfully drive your strategic priority initiatives. Our proven project management strategy uses a combination of Agile and Waterfall methodologies with Six Sigma best practices to bring you the best results in the shortest amount of time. We prepare project plans with defined tasks, owners, and due dates, we create and refine action items logs to ensure accountability, and we document project decisions made in the decision register. Often times, projects include 5-star plan improvement, quality evaluation and improvement, new program implementation, and policy implementation.

JWHammer implements new programs or projects, including improving quality metrics and performance measures. The team is well versed in identifying opportunities for quality improvement. We also are efficient and effective at implementing new programs, vendor policy audits, P4P initiatives, community partnership arrangements, CRP programs and corrective action plans. We prepare and implement the project plans with tasks and accountability to take the steps necessary to improve quality and compliance with HSAG accreditation standards.

BUSINESS SERVICES

- Assist with preparation of the HFS required QBRs (Quarterly Business Reports), managing the process and document.
- Conduct the HFS required vendor policy audits, working with the MCO and vendor to review all policies for compliance and draft and implement remedial action plans.
- Manage community partnerships to ensure quality improvement is maximized, including transformation projects, CRP or DIA zip code programs.
- Implement and manage pilot projects and programs, vendors, and strategic initiatives, such as community health worker programs, doula programs, and HEDIS and performance measurement improvement.
- Provide regulator navigation, such as IDOI financial exams and solvency issues including improving relationships with your financial analyst.
- Provide analyses of competitor's equity initiatives, performance metrics, and transformation projects.

SERVICE CODES



- **NIGP 91806: ADMINISTRATIVE CONSULTING**
- **NIGP 91821: BUSINESS CONSULTING**
- **NIGP 91832: CONSULTING SERVICES (NOT OTHERWISE CLASSIFIED)**
- **NIGP 91858: GOVERNMENTAL CONSULTING**
- **NIGP 91869: INSURANCE CONSULTING**
- **NIGP 91875: MANAGEMENT CONSULTING**
- **NIGP 91883: ORGANIZATIONAL DEVELOPMENT CONSULTING**
- **NIGP 91890: STRATEGIC PLANNING AND CONSULTING**
- **NIGP 96151: LOBBYING SERVICES**

OUR TEAM



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TEAM LEAD

JENNIFER HAMMER, JD

Team Lead – Jennifer Hammer, JD. JWHammer is led by Jennifer Hammer, who was the first woman to serve as Director of the Illinois Department of Insurance. Hammer held national leadership roles at the National Association of Insurance Commissioners (NAIC) and served as a change agent, reducing agency spend by \$1.0 million, while improving the quality of customer service. She successfully led the Illinois Department through accreditation, significant changes to the ACA Exchange, and strategic planning and implementation. Since her departure from the state, Hammer has provided consulting services to four separate states related to health policy initiatives. Prior to her appointment as Director, Jennifer served as the Deputy Chief of Staff for Policy in the Office of the Governor where she worked closely with state agencies to develop and implement the Governor’s public policy agenda. Previously, she served as Special Counsel to the Governor and Policy Advisor for Healthcare and Human Services. In this role, she coordinated all health care-related agencies, including the Department of Insurance and the state Medicaid agency, Healthcare and Family Services. Hammer oversaw the transition of Get Covered Illinois, Illinois’ Health Insurance Marketplace, from an independent commission to the DOI. Prior to joining state government, Hammer was Associate Vice President/Legal Counsel for Government Affairs for the Illinois Chamber of Commerce and a lawyer in private practice with a focus on insurance defense, healthcare, business and advising clients on legislation including the Affordable Care Act.

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SENIOR PROJECT MANAGER

STEPHANIE FULLER
PMP, CIA, CSM, SSGB, CPCU, AIC

Senior Project Manager – Stephanie Fuller, PMP, CIA, CSM, SSGB, CPCU, AIC. She is highly sought after and has years of experience managing projects at the Illinois Department of Healthcare and Family Services (Illinois' Medicaid Department), Illinois Department of Insurance, Illinois Department of Innovation and Technology, as well as several not-for-profit organizations. Stephanie's extremely useful educational credentials include a health care management degree and the following designations: Project Management Professional (PMP), Certified Internal Auditor (CIA), Certified Scrum Master (CSM), Six Sigma Green Belt (SSGB), Chartered Property and Casualty Underwriter (CPCU), Associate in Claims (AIC), and the Toastmasters International Competent Communicator. Stephanie has managed a variety of types of projects, to include everything from the complex integration of a new Medicaid IT system to planning a press conference and bill signing for the Illinois Governor's office. Stephanie incorporates the best practices learned from her education and experience into each project.



CONTACT

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