



M. Arthur Williams, Senior Consultant, *OPEN MINDS*, brings over 23 years of health care IT experience, providing support for Medicaid, U.S. Medicare, Canadian Medicare, and commercial insurance clients. He offers extensive experience with claims processing, pharmacy, long-term care, managed care, and indemnity systems. Mr. Williams also brings strong training and instructional skills in organizational and product development to clients. He is a health care instructor and a certified project management professional (PMP).

Prior to joining the *OPEN MINDS* team, Mr. Williams worked with Electronic Data Systems as program manager for HP-EDS project management process integration. He was responsible for coordinating the successful move from an EDS program management and billing process to the new Microsoft Project Server (MSPS) and SAP. His efforts included the coordination of over 150 project managers on several healthcare accounts to convert over 2,000 active projects to the new application. He facilitated meetings with commercial, Medicaid and Medicare accounts to standardize project management and billing standards, earned value calculation, and resource management.

Professional Highlights

- Two years as technical manager for Pennsylvania Medicaid Implementation
- Over twenty years of health care claims processing experience in IT
- Certified Project Manager, Project Management Institute
- Program Manager, Electronic Data Systems
- Delivery Manager, MetaVance, Canada
- Technical Manager, Pennsylvania Medicaid

Areas of Expertise

- Project and program management of IT delivery for health care
- Health information technology from both technical and business perspectives
- Fee-for-service claims processing
- Both Medicare and Medicaid claims processing
- Managed care encounter processing

As a project account manager with MetaVance, Mr. Williams co-wrote and managed a feasibility assessment for the province of New Brunswick's Medicare system. And, as the product delivery manager for MetaVance, Mr. Williams was the first delivery manager of EDS's new flagship Health Care Portfolio, a product still being used at four sites, including BCBS of Arizona and Humana Healthcare. As a technical manager for the Pennsylvania

Medicaid, Mr. Williams oversaw the development and delivery of enhancements for a two-year Pennsylvania Medicaid implementation. He set-up a quality assurance test lab and sponsored end-user training for over 300 state workers.

Mr. Williams performed Graduate Study at Western Michigan University and has a Bachelor of Arts from Albion College. He is an affiliate with the Project Management Institute (PMI), and the Health Information and Management Systems Society (HIMSS).