



City of Seattle Boards & Commissions Notice of Appointment

Appointee Name: <i>Michael B. Garrett</i>		
Board/Commission Name: <i>Seattle LGBTQ Commission</i>		Position Title: <i>Commission Member</i>
<input type="checkbox"/> Appointment OR <input checked="" type="checkbox"/> Reappointment		Council Confirmation required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Appointing Authority: <input checked="" type="checkbox"/> Council <input type="checkbox"/> Mayor <input type="checkbox"/> Other:	Date Appointed: 3/12/2018	Term of Position: * 11/1/2018 to 10/31/2020 <input type="checkbox"/> <i>Serving remaining term of a vacant position</i>
Residential Neighborhood: <i>Eastlake</i>	Zip Code: <i>98102</i>	Contact Phone No.:
Background: Michael Garrett is a lifelong Washingtonian who has lived in the Eastlake District of Seattle since 1980. Michael has expertise in healthcare quality, care management, health and disability benefits, and care delivery models. He has worked in the healthcare field his entire career by working with a broad range of health and disability benefit programs with providers and payers in both private and public sectors. With a lesbian couple, Michael co-parented an adult child who identifies as LGBTQ. Michael hopes to continue to provide insights and representation of LGBTQ parents and elders through his work with the Seattle LGBTQ Commission. He also hopes to promote improvements for the LGBTQ community in the access to and experience of healthcare. Michael holds a Bachelor of Arts in psychology from Gonzaga University and a Master of Science in Clinical Psychology from the University of Idaho. He is board certified in case management, vocational evaluation, and patient advocacy.		
Authorizing Signature (original signature): 	Appointing Signatory: <i>Councilmember Lisa Herbold</i> <i>Seattle City Council</i>	

*Term begin and end date is fixed and tied to the position and not the appointment date.

Michael B. Garrett, MS, CCM, CVE, NCP

Summary of Qualifications

- Possesses more than 35 years of experience in managed care, care management, utilization management, and healthcare consulting services, including managed care plans, health information technology, patient-centered medical home, and healthcare quality
- Provided leadership in operational management, business development, and quality management for care management services
- Experience with the government healthcare markets, including Medicare, Medicaid, state employees, Department of Defense, correctional health, and other government benefit programs
- Served as the leader for full range of care management services, including utilization management, case management, chronic condition management, disease management, and other specialized services
- Experience with self-funded health plans, including stop-loss, administrative and claims operations, care management, and other services for multiemployer plans (Taft-Hartley Trusts) and single employers
- Experience with fully insured commercial health plans, including sales, account management, and claims operations
- Experience with more than a dozen Medicaid programs, including outsourced utilization and case management services, health information technology consulting, and waiver program development and implementation
- Experience with workers' compensation programs, including fully insured, self-insured, and state workers' compensation funds
- Served as the leader in the successful development, implementation, and on-going maintenance of quality management programs for care management programs
- Proven success in developing and implementing healthcare management programs for wide range of public and private sector payers
- Provided executive leadership for over 75 professionals providing a range of care management, business development, customer service, data analysis and reporting, and support services
- Forged strategic business partner relationships for successful teaming arrangements in pursuing and securing new business opportunities to provide total health management services to plan sponsors

Professional Experience and Achievements

Mercer; Seattle, Washington (2015 to Present)

Principal

2015 – Present

- Leads consulting engagements with large plan sponsors regarding their health and welfare benefit plans and programs, including medical and other benefit coverages.
- Develops sophisticated benefits design and renewal strategies and drives the development of tools and solutions to address complex client issues.
- Leads complex client engagements, including managing overall service delivery, strategy development and implementation, financial and plan evaluations, plan design, renewal, benchmarking, and other related services.
- Establishes effective working relationships with vendors and suppliers to serve clients in benefit plan procurement, performance, and administration.
- Focuses on total health management and clinical management programs aimed at improving health outcomes, lowering costs, and enhancing patient experience.

Group Health Cooperative of Puget Sound; Seattle, Washington (2014 to 2015)

Director, Large Group Sales

2014 – 2015

- Responsible for developing, implementing and managing strategies to set and achieve large group sales and profitability targets on a regional basis for fully insured and self-funded benefit plans
- Leads team of sales executives, self-funded professionals, and account specialists in pursuing and securing new health plan sales
- Responsible for developing and implementing new business in partnership with purchasers, benefit consultants, plan sponsors, and Group Health's delivery system
- Leads efforts in developing and articulating the value proposition of the organization regarding quality of care and total cost of care
- Provides coaching and guidance for the proposal response process, presentations, and other documents for benefit consultants and plan sponsors
- Serves as the voice of the customer to inform and influence the organization in refining, developing, and improving solution offerings to plan sponsors

Qualis Health; Seattle Washington (1988 to 2014)

Vice President, Business Development

2003 – 2014

- Responsible for managing all business development efforts for complete suite of healthcare consulting, care management, and other services
- Responsible for leading efforts for new business including prospecting, capture planning, government relations, identifying and responding to proposals, conducting finalist presentations, and contract negotiation and execution
- Led the proposal management process, including the identification, development, and response to grants and proposals
- Coordinates new product development activities that enhance service offerings to current and prospective clients, including health plans, government agencies, and other payers
- Provides leadership in the development of relationships with strategic business partners
- Leads team of proposal management and sales professionals

Vice President, State & Private Programs

2002 – 2003

- Responsible for operational and account management of all healthcare management services provided to government and commercial clients
- Oversaw the development and implementation of new products and programs related to healthcare management services
- Responsible for the acquisition of contracts with governmental agencies, self-funded employers and Taft-Hartley Trusts, managed care organizations, and health plans
- Served as the executive sponsor for the acquisition and renewal of commercial, Medicaid, and other government contracts
- Oversaw implementation of systematic quality management program for all care management services
- Responsible for managing more than 50 nurses and support staff members providing care management services

Executive Director, Client Relations and Utilization/Case Management 1995 – 2002

- Responsible for operational and account management of all healthcare management services provided to government and non-government clients
- Oversaw the development and implementation of new products and programs related to healthcare management services

- Responsible for the acquisition of contracts with self-funded plans, Taft-Hartley Trusts, government agencies, managed care organizations, health plans, and other commercial payers
- Served as the executive sponsor for the acquisition and renewal of self-funded health plan and government clients
- Served as the operational project director for the development of a new integrated care management software system
- Oversaw implementation of systematic quality management program for all care management services
- Provided leadership for quality management and ongoing accreditation by URAC

Director of Strategic Planning

1993 – 1995

- Responsible for corporate strategic planning as a result of health care reform
- Responsible for the acquisition of contracts with self-funded plans, managed care organizations and other purchasing organizations, plans, and sponsors
- Managed a program for the research and development of new services and products for the corporation, which met the demands of new market segments
- Developed and implemented nurse case management program with significant expansion due to acquisition of new contracts with public and private sector clients
- Oversaw the implementation of a quality management program leading to full accreditation in health utilization management

Director of Utilization Management and Marketing

1991 – 1993

- Responsible for operational management for care management services, including management of 30 staff members
- Provided account management for all self-funded health plans, state government, and federal government clients
- Managed all sales and marketing activities for the company and led the development of new healthcare management services

Director of Marketing and Professional Services

1988 – 1991

- Responsible for marketing health care utilization management services to self-funded health plans, government agencies, consultants, and other payers
- Managed all sales and marketing activities for the company, including presentations to clients, development of marketing brochures, development of new health care utilization managed products and services, preparation of responses to requests for proposals, implementation of new contracts, and monitoring of client satisfaction
- Managed clinical and support staff providing care management services

Intracorp; Bellevue, Washington (1980 to 1988)

District Manager

1985 - 1988

- Duties same as Branch Manager with increased managerial responsibilities for territory including all of Washington State, Northern Idaho, Western Canada, and Alaska
- Managed a variety of departments with 60 professionals including vocational rehabilitation counselors, nurse coordinators, nurse auditors, and marketing staff
- Developed new health care cost containment programs for insurance carriers and employers

Branch Manager

1984 - 1985

- Continued responsibilities of Unit Manager while assuming additional managerial duties, including casework supervision, financial objectives, acquisition and service marketing to insurance carriers and employers, and supervision of a variety of health care professionals
- Developed new disability management services to promote business growth

Unit Manager

1982 – 1984

- Developed the company's disability management services in the new territory of Western Canada including the provinces of British Columbia and Alberta
- Penetrated new market and developed new programs and services for Canadian accounts
- Supervised activities of Rehabilitation Specialists

Rehabilitation Supervisor

1981 – 1982

- Supervised activities of Rehabilitation Specialists who conducted the assessment of needs and implementation of rehabilitation plans for physically disabled clients
- Participated in marketing activities

Senior Rehabilitation Specialist

1980 – 1981

- Assisted in supervision of Rehabilitation Specialists and managed severe cases
- Participated in marketing activities
- Provided assessment of medical, vocational, behavioral and financial needs of physically disabled clients
- Recommended, implemented, and coordinated services needed by rehabilitating clients

Rehabilitation Specialist

1980

- Assessed the medical, vocational, behavioral, and financial needs of physically disabled clients, including recommendations for necessary services and implemented and coordinated delivery of services to clients

Education

- Master of Science in Clinical Psychology
University of Idaho, Moscow, Idaho
- Bachelor of Arts in Psychology and Religious Studies, Summa Cum Laude
Gonzaga University, Spokane, Washington

Licensure and Certifications

- Certified Case Manager (CCM), Commission for Case Manager Certification
- Nationally Certified Psychologist (NCP), Professional Psychologist Certification Board
- Certified Vocational Evaluator (CVE), Commission on Rehabilitation Counselor Certification

Professional Affiliations – Leadership Positions

- The Dr. Robert Bree Collaborative; LGBTQ Health Care Workgroup
- Member (2017 – present)
- URAC's Health Standards Committee
- Member (2016 – present)
- Editorial Board of Lippincott's Journal *Professional Case Management: The Leader in Evidence-Based Practice*
- Member (2006 – present)
- URAC's Clinical Accreditation Committee
- Chair (2009 – 2010)
- Member (1999 – 2014)

- Clinical Advisory Committee, Medicaid Health Plans of America
- Member (2010 – 2012)
- Task Force, Revision of the Standards of Practice for Case Management, Case Management Society of America (CMSA)
- Member (2008-2009)
- Commission for Case Manager Certification (CCMC)
- Chair (2007-2008)
- Commissioner (2000 – 2009)
- Member; New Product Development Committee (2004 – 2010)
- Member; Governance and Nominations Committee (2013-2014)
- National Hospice and Palliative Care Organization’s Managed Care Advisory Board
- Member (2006 – 2008)

Professional Affiliations - Memberships

- Case Management Society of America
- North American Association for Masters in Psychology
- National Association for Healthcare Quality

Books

- Tahan, H., editor. Garrett, M., contributor. *Case Management Society of America’s Core Curriculum for Case Management, 3rd Edition*. Lippincott Williams & Wilkins; 2016.
- Tahan, H., editor. Garrett, M., peer reviewer and contributor. *Case Management Body of Knowledge*. Commission for Case Manager Certification; 2011.
- Powell, S.K., editor. Garrett, M., contributor and peer reviewer. *Case Management Society of America’s Core Curriculum for Case Management, 2nd Edition*. Lippincott Williams & Wilkins; 2006.
- Garrett, M. *Case Management*. Washington, DC: Health Insurance Association of America (HIAA); 2003.
- Siefker J, Garrett M, Van Genderen A, Weis, M. *Fundamentals of Case Management: Guidelines for Practicing Case Managers*. St. Louis, MO: Mosby-Year Book, Inc.; 1998.
- St. Coeur M, ed., Garrett M, contributor and peer reviewer. *Case Management Practice Guidelines*. St. Louis, MO: Mosby-Year Book, Inc.; 1996.

Journal Publications

- Garrett M. Working with Transgender Individuals in Case Management Practice. *Professional Case Management*. January/February 2018; 23(1): 19-24.
- Garrett M. Understanding Medical Home: A New Opportunity for Case Managers. *Professional Case Management*. January/February 2009; 14(1):3-5.
- Rice L, Garrett M. Utilization Management in Workers' Compensation: A Strategy to Improve Quality While Managing Costs. *Professional Case Management*. November/December 2008; 13(6):347-351.
- Garrett M. Integrating Vendor Services to Keep Employees Healthier and on the Job. *Risk & Insurance*. August 2008; Web Edition.
- Garrett M. Understanding Medicaid: what case managers need to know. *CCMC News and Views*. May/June 2008; 13(3): 123-126.
- Garrett M. Recognize the value of certified case managers in managed healthcare. *Managed Healthcare Executive*. May 1, 2008; Web Exclusive.

- Garrett M. Promoting Governance, Professionalism, and Diversity. *CCM Update*. 2007/2008: 1 & 3-4.
- Garrett M. Health Care Vendor Summits Promote Integration of Services. "*Benefits & Compensation Digest*. Vol. 44, No. 12, December 2007 Web Exclusive, pp. 1-6.
- Garrett M. A New Look at Diversity: Gathering Strength Across the Field. *Professional Case Management*. Vol. 12, No. 6, pp. 313-315, November/December 2007.
 - Garrett M. Disease Management: How Plan Sponsors can Evaluate the Promises and Realities. *Benefits & Compensation Review*. Vol. 43, No. 2, February 2006, pp. 18-20.

Seattle Lesbian, Gay, Bisexual, Transgender and Queer Commission February 2019

16 Members: Pursuant to *SMC 3.14.920*, all members subject to City Council confirmation, 2-year terms:

- 8 City Council-appointed
- 9 Mayor-appointed
- 4 Other Appointing Authority-appointed: Commission-appointed

Roster:

*D	**G	RD	Position No.	Position Title	Name	Term Begin Date	Term End Date	Term #	Appointed By
			1.	Member	Julia Ikaura Ricciardi	5/1/17	4/30/19	2	City Council
			2.	Member	Katrina Sanford	5/1/17	4/30/19	1	Mayor
			3.	Member	Byram Simpson	5/1/17	4/30/19	1	City Council
			4.	Member	Latosha Correll	5/1/17	4/30/19	1	Mayor
			5.	Member	Ely Hernandez	5/1/17	4/30/19	1	City Council
			6.	Member	Manuel Venegas	11/1/17	10/31/19	3	Mayor
			7.	Member	Kari Lerum	11/1/17	10/31/19	1	Commission
			8.	Member	Lindsay Church	11/1/17	10/31/19	1	Mayor
			9.	Member	Wayne Rocque	5/1/18	4/30/20	1	City Council
			10.	Member	VACANT	5/1/18	4/30/20	1	Mayor
			11.	Member	Joseph Suttner	5/1/18	4/30/20	1	City Council
			12.	Member	VACANT	5/1/18	4/30/20	1	Mayor
			13.	Member	Michael B. Garrett	11/1/18	10/31/20	1	City Council
			14.	Member	VACANT	11/1/16	10/31/18	1	Mayor
			15.	Member	Deepa Sivarajan	11/1/17	10/31/19	1	City Council
			16.	Get Engaged	Alejandro Castillo	9/1/18	8/31/19	1	Mayor
			17.	Member	VACANT	5/1/18	4/30/20	1	City Council
			18.	Member	Christopher Brown	11/1/17	10/31/19	1	Mayor
			19.	Member	Lauren Boling	11/1/17	10/31/19	1	Commission
			20.	Member	Sabel Roizen	5/1/18	4/30/20	1	Commission
			21.	Member	Jessi Murray	5/1/18	4/30/20	1	Commission

SELF-IDENTIFIED DIVERSITY CHART

			(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)		
	Men	Women	Transgender	Unknown	Asian	Black/ African American	Hispanic/ Latino	American Indian/ Alaska Native	Other	Caucasian/ Non- Hispanic	Pacific Islander	Middle Eastern	Multiracial
Mayor	2	5				1	3		1	3			2
Council	2	1			2			1		1			1
Comm		2								3			
Total	4	8			2	1	3	1	1	7			3

Key:

- *D List the corresponding *Diversity Chart* number (1 through 9)
 - **G List *gender*, M = Male, F= Female, T= Transgender, U= Unknown
 - RD Residential Council District number 1 through 7 or N/A
- Diversity information is self-identified and is voluntary.*