

**Carol H. Steckel**

MPH

Senior Healthcare Consultant



**CURRENT RESPONSIBILITY**

Carol Steckel is a senior consultant with the Indianapolis office of Milliman. She joined the firm in 2020.

**EXPERIENCE**

Carol has extensive experience operating and overseeing Medicaid programs in multiple states. She has served as Medicaid Commissioner/Director in Alabama, North Carolina, and Kentucky. She also led the Office of Innovation at the Department of Health and Hospitals in Louisiana.

In her capacity as Medicaid Director for various states, she has served as President of the National Association of State Medicaid Directors and was on the Board of Directors for the National Association of Medicaid Directors in 2019.

Carol is experienced in managing state and federal Medicaid financing alternatives to best suit the policy and programmatic needs of states. Her past work also includes initiatives to improve infant mortality through quality improvement efforts, financing initiatives, and provider incentives. She has led Medicaid agencies through periods of dramatic change, including managed care program rollouts, the Children's Health Insurance Program, and the Affordable Care Act.

Her innovative work on Medicaid waivers (including 1115 and 1915 work) includes a complete revision of one state's array of home and community-based services (HCBS) waivers to make them more consistent and make reimbursement rates more equitable across participating providers. She has also assisted states with directed payment preprints and other Medicaid financing alternatives.

Carol oversaw a complete reorganization of a state department of health's information technology division, including creating a public-private partnership to enhance the state's technology services for its citizens in a more affordable way. Her collaboration with stakeholders includes work with providers, advocacy groups, and even non-healthcare partners such as state universities, all with the goal to improve efficiencies and quality of Medicaid services provided to beneficiaries.

Carol has worked with states throughout the country on Medicaid financing including directed payments, organizational issues, and Medicaid managed care including contract compliance and quality and Long Term Supports and Services including waiver development. She has published several white papers with thought leadership on emergency options available to states and providers during the COVID-19 emergency; payment arrangements for Medicaid providers in response to the COVID-19 emergency; and eligibility maintenance options for state Medicaid programs to qualify for 6.2% FMAP during the COVID-19 emergency.

**EDUCATION**

- BS, Birmingham-Southern College, Birmingham, AL
- MPH, University of Alabama at Birmingham

