

From: [Corporate Communications](#)
Subject: Announcing our integrated team
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The below message is being sent on behalf of Thurman Justice, CEO and Health Plan President to all Senior Whole Health and AlphaCare employees. Please share this message with others as appropriate. Thank you.

Since the closing in late October, our teams have been working diligently to merge the AlphaCare and Senior Whole Health teams in New York State, as we plan to operate as “Senior Whole Health of New York”, effective January 1. As one team working together, we create new opportunities to bring value to our stakeholders and fulfill our purpose of helping those living with complex healthcare conditions to live healthy, vibrant lives.

We should be proud of our accomplishments over the past several months. We have merged our networks, adopted new or revised policies and processes, learned new IT systems, integrated our call center and some back office operations functions, and trained our employees. We did all of this to ensure a seamless experience for our members and providers. This is truly a testament to the professionalism and dedication of our employees and leaders.

At the same time, we have reviewed our organizational structure to ensure that our go-forward health plan leadership leverages the talent of both teams, while positioning us for continued growth and success. I am pleased to share the following updates:

- **David Kleinhanzl** will lead Senior Whole Health of New York as plan president. Lori Ferguson will continue to partner with David as operations are integrated into one plan, while continuing to support the Public Markets operations team and Magellan’s Medicare product development. Reporting to David will be: **Kelly Cavin**, VP of Health Services; **Alex Torres**, Sr. Director of Operations; **Mitch Mitchell**, Sr. Director of Sales; and **Michelle Ritchie**, Director of Network and Provider Relations.
- As VP of Health Services for New York, **Kelly Cavin** will oversee all clinical teams, including care coordination, utilization management, UAS and Client Services. Reporting to Kelly will be **Patricia Ciampa**, **Michelle Kavall**, **Terri Harnick**, **Omo Mak-Adedapo** and **Kathleen Walsh**.
- **Alex Torres**, Sr. Director of Operations, will lead operations for Senior Whole Health of New York. Reporting to Alex will be **Nikki Chawla**, **Evangeline Morales**, **Yeemei Marino** and **Janser Douglin**.
- **Mitch Mitchell** will lead the Sales and Community Outreach team as Sr. Director of Sales for New York. Reporting to Mitch will be **Anais Reyes**, **Christopher Tate**, **Giancarlo Carrasco**, **Xi Lin**, **Ruben Quintero** and **Tobias Germoso**.
- **Michelle Ritchie** will lead the Network Development team. Reporting to Michelle will be **Jeannette Sierra**, and the team of Contract Managers, which includes **Alba Badia**, **Ducarmel Sagesse**, **Jason Moskowitz**, **Sharene McCullough** and **Yue Yu**.

In addition to these specific NY Plan updates, there are several corporate or shared services

changes being made to align teams within Magellan's structure. We will continue to review our shared service areas as we further integrate into Magellan

- **Dr. Scott Latimer**, Chief Medical Officer, will be reporting to Dr. Karen Amstutz, Chief Medical Officer for Magellan Healthcare. **Dr. Terry Shlimbaum** will report into Dr. Latimer, and **Dr. Menahem Dimant** will continue to report into Dr. Lisa Price Stevens with a dotted line into Dr. Latimer.
- **Dennis Pappalardi**, Quality Manager, will report to Esmeralda Braganca, Quality Director, and continue his quality responsibilities in New York. **Andy McClure**, Quality Director, will focus on Medicaid quality in Massachusetts and Medicare quality for all of Senior Whole Health.
- **Elyse Vacherot**, Graphic Designer, will report to Marnie Keogh, VP of Marketing for Magellan, as will **Elizabeth Quinn**, Benefits Manager. **Richie Peterson**, Communications Specialist, will report into Bev Tye, Director of Creative Services and Events.
- **SWH's Compliance Department** will report into Pat Weiser, VP of Compliance, as we integrate the AlphaCare and SWH compliance teams.
- **Maryann Keaveney**, HR Director, and her team will report to Alli LaGrow, VP of Human Resources. **Mary Bredin**, recruiter, will join Magellan's Talent Acquisition team, reporting into Michelle Gay, Talent Acquisition Manager.
- As we integrate the Finance functions, **Charles Keefe**, controller, and his team will report into Magellan's enterprise controller, Jeff West. **Amanda Kragulijac**, Finance Director, and her team, will report into Bill Grimm, SVP of Finance for Magellan Public Markets. **Tiffany Eaton**, actuarial manager, will report into Joe Bogdan, Magellan's chief underwriter and actuary.
- **Paul Hanlon**, CIO for Senior Whole Health, will report to Scott Sanders, Chief Information Officer for Magellan. Reporting to Paul, in addition to his current staff, will be **Charles Esposito** and his team.
- **Carissa Neubig** will be transitioning to the National Public Markets Operations team, reporting to Jim Stringham, and will play an instrumental role in furthering our Medicare product for Magellan Complete Care, including leveraging Senior Whole Health best practices as part of a national Medicare strategy.
- **Keith Peifer** will continue to lead Senior Whole Health of Massachusetts as plan president overseeing health services, network, operations and sales and outreach. Over the next months, we will partner with Keith to review this organization to ensure we continue to be positioned for success.

As I continue to transition into the CEO/plan president role for SWH, I am pleased to share that **Brian Stenson** has been promoted to Sr. Director of Operations reporting to me. Reporting to Brian will be **Cassandra Randall, Yvonne Castillo, Joshua Greenberg, Mike Snyder, Corrine Larsen** and **Jeremy Berk**.

As a result of these organizational updates and review of our combined operations, we have identified positions where we had a duplication of effort. Unfortunately, this impacted some of our team members, and these employees were informed that their roles were eliminated late last week. We want to thank these individuals for their achievements and contribution to Senior Whole Health and AlphaCare, and their dedication to Magellan.

The integration of Senior Whole Health into Magellan will continue over the next few months. There is a lot of work in progress and things are moving quickly in merging the plans while we continue to do our “regular” job. We commit to scheduling more frequent information sessions and updates as we have information to share. Over the next several days (if not already), your department leader will be coordinating team meetings and will share additional details regarding our organizational structure.

Again, I want to thank you for all of your hard work, effort, and continued support as we fulfill our purpose of helping those living with complex healthcare conditions to live healthy, vibrant lives.

Thurman Justice
Senior Whole Health, CEO and Health Plan President