



## HCBS STRATEGIES, INC.

IMPROVING HOME AND COMMUNITY BASED SYSTEMS  
[WWW.HCBS.INFO](http://WWW.HCBS.INFO) 410-366-HCBS (4227) [INFO@HCBS.INFO](mailto:INFO@HCBS.INFO)

### Erica Zeppieri

#### Associate

HCBS Strategies, Inc.

Joining HCBS Strategies in November 2023, she brings a background in Health Science and Sociology from Northeastern University, specializing in healthcare policy reform and programs for underserved communities. In her current role at HCBS Strategies, Erica oversees the Nebraska Medicaid Administrative Claiming time study, ADPI grants, and CMA redesign in addition to offering support for various other projects.

### Education

Northeastern University, Boston, MA

2022

- Bachelor of Science, Health Science and Sociology, Summa Cum Laude

### Experience

Associate, HCBS Strategies, Inc.

November 2023- Present

- Apply knowledge of Medicaid, Home and Community-Based Services (HCBS), Long-Term Supports and Services (LTSS), and healthcare policy to contribute effectively to project implementations.
- Analyze and provide monthly reports for the Nebraska Medicaid Administrative Claiming time study which contribute to over 1 million dollars in government grant matching.
- Contributing to transformative systems change initiatives aimed at significantly improving the delivery of Long-Term Supports and Services (LTSS) at the state level.
- Provide individualized support for state agencies across 10 states.
- Oversee multiple ADPI grants, ensuring timely submission of detailed quarterly and final reports.

Dana Farber Cancer Institute, Drug Authorization Specialist

January 2023- November 2023

- Effectively managed complex authorization processes for various types of treatments, ensuring adherence to guidelines and timely processing
- Demonstrated in-depth knowledge of coverage policies and applies appropriate guidelines to optimize authorization outcomes
- Proficiently navigated electronic medical records (EMRs) and retrieved pertinent clinical documents to support authorization requests, processing and submitting upwards of 40 requests per day
- Skillfully communicated treatment plans and supporting information to payers through accurate and concise prior authorization submissions

**Lead Medical Assistant, Framingham Dermatology**

*January 2021-June 2021*

- Became fully fluent in ModMed; used to collect initial patient data, scribe entire visits, and send prescriptions
- Independently operated an excimer laser machine, removed stitches, contacted insurance companies for prior authorizations and medication coverage, prepared patients for procedures, and set up and sterilized surgical equipment
- In coordination with the physician and PA, assisted with biopsies, excision surgeries, MOHs surgeries, and cryosurgeries, seeing up to 35 patients per day
- Was promoted to the lead M.A. and was responsible for training new hires in addition to my patient-facing duties

**Primary Care Assistant, Beth Israel Deaconess Medical Center**

*July 2019 - December 2019*

- Operated as part of a healthcare team with the goal of ensuring patient and family-centered care while also contributing to the patient and family experience
- Performed a wide variety of medical assisting activities while interacting with diverse populations including patients, medical staff practitioners, and medical center personnel
- Assisted in directing patient access to the practice by answering, making, and processing a high volume of phone calls in the hospital's call center
- Served as a primary point of contact for patients and visitors in an outpatient unit and provided excellent customer service through clear communication both with patients and physicians, nurses, and other medical assistants