

# NJ Medicare & Managed Care Summit

May 6, 2026 | Conference & Event Center, Princeton, NJ



## PROGRAM AGENDA

- 8:30 a.m.**      **Registration & Breakfast**
- 9:00 a.m.**      **Opening Remarks**  
Jason Friedman, VP Managed Care & Healthcare Financing, NJHA
- 9:05 a.m.**      **Opening Remarks by CMS Regional Administrator**  
Jennifer Syria, Regional Administrator, CMS Boston & New York
- 9:10 a.m.**      **OPOLE Overview (including regional structure and priorities), DHPO Overview and Trends, Hospital Price Transparency**  
Thomas Bane, PhD, LMSW, Special Assistant to the Regional Administrator  
Jennifer Syria, Regional Administrator, CMS Boston & New York  
Denise Malloy, Division Director, Division of Price Transparency Compliance
- 10:15 a.m.**      **Break**
- 10:30 a.m.**      **Quality Standards, Care Coordination, QIN-QIO (IPRO) Overview**  
Tanya Pagan Raggio-Ashley, MD, MPH, FAAPS; CMS, Regional Chief Medical Officer  
Yvette Banks, DNP, RN, NHA, CPHQ; CMS, Center for Clinical Standards and Quality Survey and Operations Group, Northeast Division  
Sara Butterfield, RN, BSN, CPHQ; Assistant Vice President, Healthcare Quality Improvement Department | IPRO
- Noon**              **Networking Lunch (Garden Room)**
- 1:00 p.m.**      **Genzeon Presentation on NJ WISeR & NJ Trends**  
Harsh Singh, GM, Healthcare  
Shivali Desai, AVP, Operations, WISeR
- 2:15 p.m.**      **Medicare MCO Panel Discussion**  
Clover Health – Dr. Shelly Gupta, Chief Medical Officer  
Fidelis Health – Cassandra Helle, Senior Director of Strategic Initiatives for the Northeast
- 3:15 p.m.**      **Closing Remarks**

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## Thank You to Our Hospitality Sponsors

**Clover Health**



## BIOS | Centers for Medicare & Medicaid Services Presentations



**Jennifer Syria**

Jennifer serves as Regional Administrator and Staff Director for the Boston and New York offices, where she leads and coordinates external engagement efforts related to Centers for Medicare & Medicaid Services (CMS) programs. In this role, she works closely with regional stakeholders and partners across Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, and Vermont. She also oversees administrative and operational support for staff in both offices, fostering collaboration within the region, across CMS components, and throughout the U.S. Department of Health and Human Services.

Jennifer began her federal career in 2012 as an External Affairs Specialist in the CMS Boston Office, where she focused on outreach and education to stakeholders on Medicare, Medicaid, and the Health Insurance Marketplace. Prior to joining CMS, she served as a training coordinator with the Massachusetts State Health Insurance Assistance Program (SHIP) and as a case manager with the Pharmacy Outreach Program at the Massachusetts College of Pharmacy and Health Sciences.

Jennifer holds a bachelor's degree in Marketing Management from Syracuse University and a master's degree in Education Administration from Boston University.



**Tanya Pagan Raggio-Ashley, MD, MPH, FAAPS**

Dr. Tanya Pagán Raggio Ashley is dedicated to improving access to high quality health care for all persons. She is a Regional Chief Medical Officer (CMO) for CMS Centers for Clinical Services and Quality (CCSQ). Previously she held the following positions at HRSA CMO, Division Director Primary Care Medicine and Dentistry, Senior Policy Advisor Bureau Health Professions, Senior Medical Officer Maternal Child Health Bureau and ORO Region II 2004-2024. She's held leadership positions in academia, hospitals, FQHCs, and managed care. She is board certified in pediatrics and preventive medicine. Dr. Raggio obtained her bachelor's and medical degrees from Rutgers University and Medical School, pediatric residency at Montefiore Hospital Medical Center, a fellowship in cardiovascular epidemiology at the University of Pittsburgh Graduate School of Public Health and coursework at the New York Theological Seminary and Seminario Teologico in Rio Piedras Puerto Rico.



**Yvette Banks, DNP, MSHCPM, RN, NHA, CPHQ, NEA-BC**

Dr. Banks is a Branch Manager in the Centers for Clinical Standards and Quality, Survey and Operations Group, Northeast Division. She is responsible for implementing, monitoring and evaluating regulatory enforcement actions of providers that participate in the Medicare and Medicaid program. She provides technical expert advice to internal and external stakeholders, supporting current clinical practice and evidence-based research. Dr. Banks holds a Doctor of Nursing Practice from Drexel University and a Master of Science in Healthcare Policy and Management from Carnegie Mellon University. She is a Certified Professional in Healthcare Quality, board certified as a Nurse Executive and serves as an adjunct faculty member at Our Lady of Lourdes School of Nursing.



**Thomas Bane, PhD, LMSW**

Thomas Bane, PhD, LMSW joined the Centers for Medicare & Medicaid Services in 2010 and currently serves as the Special Assistant to the New York Regional Administrator at the Office of Program Operations and Local Engagement. The New York Regional Office provides outreach and education to partners across New Jersey and New York. He has led many successful regional and national outreach campaigns during his career, including ones focused on caregivers, disaster response, and Medicare Open Enrollment. He is highly sought after as a speaker on a myriad of healthcare topics. Thomas trained as a social worker and a qualitative researcher.



**Denise Molloy**

Denise Molloy is the Director of the Division of Price Transparency Compliance, where she oversees Hospital Price Transparency (HPT) compliance operations for CMS. She has served in this role for two years and has been with CMS for 11 years. Prior to joining CMS, she spent much of her federal career with the Social Security Administration, the Drug Enforcement Administration, and the Department of Veterans Affairs.



**Sara Butterfield, RN, BSN, CPHQ, CCM**

Sara Butterfield serves as the Assistant Vice President of Health Care Quality Improvement for IPRO and the Health System Lead for the Northeast Centers for Medicare & Medicaid Services (CMS) QIN-QIO (Region 1). Sara's experience incorporates cross-setting healthcare quality improvement, clinical care delivery, case management, utilization review, project management, and administrative oversight of several federal and state performance improvement initiatives across the healthcare continuum.

Since joining IPRO in July 1998, Ms. Butterfield has coordinated collaboration across all healthcare sectors and community-based organizations on a cross-setting, multidisciplinary level to support improved healthcare outcomes, coordination of care and population health. Ms. Butterfield holds a Bachelors of Science Degree in Nursing from Russell Sage College, Troy, NY. She received the Certified Case Manager credential and is a Certified Professional in Healthcare Quality.

# BIOS | Medicare MCO Panel Discussion

## Fidelis Health



**Cassandra L. Helle**

Senior Director, Strategic Initiatives – Northeast Region | WellCare (Centene Corporation)

Cassandra Helle is the Senior Director of Strategic Initiatives for the Northeast Region at WellCare, where she partners with market and enterprise leaders to translate strategy into executable initiatives that strengthen performance, improve outcomes, and enhance the member and provider experience across multiple states. Cassandra was recently promoted into this role after more than 7.5 years with Centene, a tenure marked by progressive leadership growth and a deep commitment to the communities served.

Throughout her career at Centene, Cassandra has held increasingly senior operational leadership roles, most recently serving as Director of Operations for PA Health & Wellness. In these roles, she led large, multidisciplinary teams and complex initiatives spanning CHIP, Medicaid, Medicare, and Dual Eligible populations, with a strong focus on regulatory compliance, operational excellence, quality improvement, and access to care. Her work has consistently centered on keeping the member at the forefront of decision-making, ensuring that operational processes translate into meaningful, real-world impact for individuals and families.

Prior to entering managed care, Cassandra built a strong foundation on the provider side, with extensive experience in the behavioral health space. She previously served in senior operations and admissions leadership roles with Acadia Healthcare, supporting inpatient psychiatric, substance use disorder, and eating disorder treatment facilities. This experience gave her a firsthand understanding of provider workflows, access barriers, and the critical role collaboration plays in delivering timely, appropriate care, perspectives she brings with her today when partnering with hospitals, health systems, and provider organizations.

Cassandra is deeply passionate about transforming the healthcare system one person at a time, blending data-driven strategy with empathy, partnership, and practical execution. She is known for her collaborative leadership style, her ability to bridge payor and provider perspectives, and her unwavering commitment to improving health outcomes for vulnerable populations while strengthening the communities they call home.