



MAXIMUS Federal Services, Inc. (MAXIMUS) is the national leader in the provision of government agency independent review services. Since 1989, MAXIMUS has conducted more than 7.5 million independent reviews for more than 60 state and federal government agencies, including arbitration reviews for the New Jersey Department of Banking and Insurance, the Florida The Agency For Health Care Administration, the Health and Human Service Office of the Inspector General, and the Centers for Medicare & Medicaid National Correct Coding Initiative Medicare and Medicaid. We work only on behalf of government agencies and maintain no direct relationship with Third Party Administrators, Self-Insured Employers, provider groups or other commercial entities. We have the most complete and robust organizational conflict of interest measures in the industry. This commitment to avoiding conflicts allows us to insulate risk for our government clients and fully protect the integrity of the arbitration review process for all parties. It also enables MAXIMUS to provide the most defensible review determinations that will hold up under public and legal scrutiny and result in increased stakeholder satisfaction in utilizing TX Out-of-Network Claim Dispute Resolution.

Danielle L. Jackson, JD, MPA

Professional Experience:

MAXIMUS Federal Services, Pittsford, New York

June 2018- Present

Lead Attorney Reviewer

New Jersey DOBI Claims Arbitration Project

- Performs a quality control function on coding and clinical analysis
- Engages in fact checking to ensure complete accuracy in final decisions
- Verifies that all necessary data has been included within the decision letter
- Determines the prevailing party
- Works in close collaboration with the MAXIMUS NJ Arbitration team

Appeals Supervisor

QIC Part C

- Manages and supervises a team of Medicare Part C Appeal Adjudicators. Creates and implements policies for training and productivity.
- Reviews data and makes the necessary decisions to help further along case completion and team productivity.
- Develops new applications based on professional principles and theories.
- Performs all personnel tasks including hiring, firing, investigating, and solving issues of workplace violations
- Ensures team complies with all company and contractual rules, regulations, and laws.

MAXIMUS Health Services, Harrisburg, PA

March 2017- May 2018

Employee Field Supervisor

Enrollment/Eligibility

- Provided direct supervision to Enrollment Brokers
- Effective employee disciplinary actions and created corrective action plans
- Evaluated the need for and ensured the provision of necessary training for Enrollment Brokers; provided the Enrollment Services Manager with updates and advice on all issues regarding outreach and intake processing



- Investigated and resolved all complaints to ensure compliance with all federal and state rules and regulations set forth by the Office of Long Term Living and the Department of Human Services
- Reviewed assigned appeals; prepared for and attended both telephonic and in-person appeal hearings
- Completed Pre-Conference Hearings to mediate any issues prior to an appeal hearing to resolve any and all germane issues

Manager

2016 – 2017

Liberty Community Connections – Philadelphia, Pennsylvania

- Managed State and Medicaid Home and Community - Based Waiver Services (HCBS) consisting of 5-6 Support Coordinators each with a caseload of 50-60 consumers
- Provided supervision, discipline, direction, coaching, training, and evaluation for all direct reports and made appropriate personnel decisions
- Ensured compliance of program, services, and staff regarding regulations
- Monitored HCBS contracts within the region of responsibility and serve as operations liaison with assigned subcontractors and program monitors
- Ensured compliance, accuracy and timeliness of statistical information, documentation, internal tracking procedures and reports submitted by staff

Social Services Coordinator

2015 – 2016

Better Tomorrows/New Covenant Manor – Philadelphia, Pennsylvania

- Addressed the needs of senior residents with a focus on assisting them in maintaining independent and fulfilling lives
- Facilitated grants, donations, and partnerships
- Researched, wrote, and submitted grant proposals
- Sought, created, and maintained professional relationships with local organizations to obtain resources for the residents
- Developed appropriate social, cultural, and educational programs for seniors
- Maintained and utilized comprehensive resource referrals for residents on Wellness Programs, Life Planning, Goal Setting, and other resources for Seniors
- Organized and published monthly newsletter for residents

Supports Coordinator

2015 – 2016

Liberty Community Connections – Philadelphia, Pennsylvania

- Maintained a caseload of 53 consumers with a wide range of physical disabilities and mental illnesses
- Resolved various issues including homelessness, hunger, home adaptations, mental and physical health crises
- Advocated for the needs and services of consumers
- Conducted reevaluations of level of care annually or more frequently as needed in accordance with the Office of Long Term Living requirements
- Used a person-centered planning approach and a team process to develop the participant's service plan to meet the participant's needs in the least restrictive manner possible



- Explored coverage of services to address participant identified needs through other sources, including service provided under the State plan, Medicare, private insurance or other community resources
- Coordinated with other individuals and/or entities essential in the physical and/ or behavioral care delivery for the participant to ensure seamless coordination between physical, behavioral, and support services
- Responded to and assess emergency situations and incidents and ensure that appropriate actions are taken to protect the health, welfare, and safety of the participant

Attorney-Owner

2007 – 2013

The Jackson Law Firm – San Diego, California

- Successfully adjudicated cases in several areas of law throughout Southern California, specifically in Civil Litigation, Family Law, and Employment Law Cases
- Extensive experience representing victims of domestic violence and obtaining protection orders for the victim and necessary family members
- Strong track record in successfully representing individuals who experienced racial, age, gender, and sexual discrimination; hostile work environments; and retaliation within the workplace
- Conducted extensive research and analysis in preparation for drafting of reports, memorandums, and correspondence
- Managed sensitive and at times volatile negotiations between individuals to resolve areas of contention
- Served as legal consultant to several non-profit organizations, including churches and schools

Education:

- Bachelor of Arts, Hampton University
- Juris Doctor, Thurgood Marshall School of Law
- Master of Public Administration, Walden University