



Managing the Medicaid program to provide the best healthcare value for South Carolinians.

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### **SC Medicaid agency appoints CIO**

**COLUMBIA, S.C.** — The South Carolina Department of Health and Human Services (SCDHHS) announced Thursday the establishment of an Office of Information Management and named John Supra the agency's chief information officer (CIO) to oversee efforts to create a more efficient and modern Medicaid program.

Supra will be responsible for the agency's beneficiary enrollment and information technology functions and will serve as a representative to statewide projects such as the South Carolina Health Information Exchange (SCHIE). By merging the agency's eligibility systems, enrollment activities and IT functions, SCDHHS will develop new ways to streamline and improve services for Medicaid clients.

Supra's appointment also builds on the existing partnership between SCDHHS and Clemson University. Clemson currently supports South Carolina's Medicaid Management Information System (MMIS), which processes millions of claims each year, and developed the state's Medicaid Eligibility Determination System (MEDS). Supra currently leads the joint effort between SCDHHS and Clemson to upgrade systems to meet new federal standards.

"This is an exciting opportunity to improve South Carolina's Medicaid program through the enhanced use of technology and its related impact on our business processes," Supra said. "I strongly believe we can make the program a model in establishing automated systems that work to benefit people served by Medicaid, and I look forward to working closely with the entire SCDHHS leadership team."

SCDHHS Director Tony Keck said Supra's appointment demonstrates the increased importance of technology in meeting the agency's mission. "John brings nearly 20 years of national software development, technology innovation and leadership to this position. What I appreciate about him is that he combines a vision of where technology can fundamentally improve our performance, especially in terms of consumer and provider service, with a proven track record of execution."

Jim Bottum, CIO and vice provost for computing and information technology at Clemson University, also praised Supra. "We at Clemson look forward to continuing to work closely with John and Health and Human Services and deepening our relationship with the agency. John understands the importance of continued innovation in making organizations more productive and accountable."

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Prior to joining Clemson and SCDHHS, Supra served as vice president and chief technology officer (CTO) at DigitalFusion, where he led software development and operations for the company's online digital image management solution. He also served as vice president at Resource Directory Group, overseeing database development and publishing operations for social service resource guides; and was vice president and CTO for OnStation Corporation, leading development of online service management solutions for the automotive industry.

Supra, a native of Berea, Ohio, began his career with University of Southern California's technical support team and helped reshape the delivery of user services across campus. He also oversaw the university's Web development and online publishing efforts.

In addition to Supra's appointment, Keck also announced Wednesday that Alicia Jacobs, currently deputy director for eligibility and beneficiary services, will assume a new role at SCDHHS. Jacobs will lead efforts to enhance outreach and collaboration between the agency and various Medicaid stakeholders, including consumers, providers and advocacy groups.

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