# *Collaborative Design for Medicaid Contract Compliance*

Session ID #: 5-09

Day: Wednesday 8/17/2022 8:00AM

Room: E219 BC

# Welcome

- Moderator – Nick Blake, Vice President of Client Services, Briljent
- This session is the **Collaborative Design for Medicaid Contract Compliance**
- In this session we will discuss our experiences:
  - Working collaboratively to design a new system
  - Overcoming end user problems through information gathering and collaborative design
  - Adopting repeatable processes
  - Learning how to identify the right time to invest in process automation and recommendations for working with a solution provider

- Please remember to silence your cell phones
- We will manage the session by holding all questions until the last 10 minutes
- When asking questions please identify yourself and use the microphones to ensure that all attendees and the presenters can hear the question

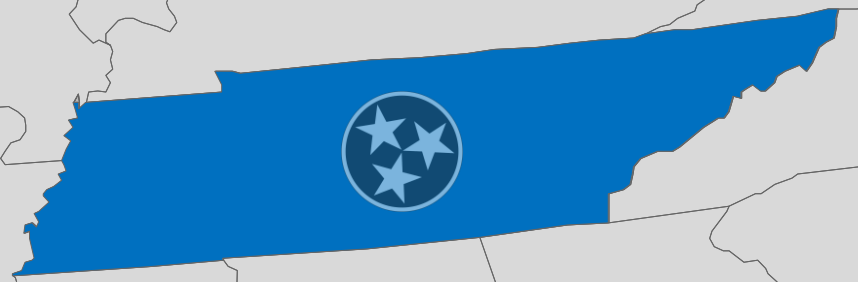
# Speakers

- Tammy Mihm, Managed Care Compliance Director, State of TN, Division of TennCare, Office of Compliance Management
- Michele Napier, Compliance Specialist, State of TN, Division of TennCare, Office of Compliance Management
- Chris Bybee, Vice President of Software Development, Trinisys
- Kelly Silva, Senior Project Manager, Trinisys

*** additional details are provided at the end of the presentation & are also available on the MESC app*

# About TennCare

- **TennCare** is the state's Medicaid program that provides health care for approximately **1.6 million** Tennesseans and operates with an annual budget of approximately **$13.3 billion**
- There are **26 Managed Care Organizations** (MCC/MCOs) operating in the State
- These organizations generate approximately **11,000 contract reporting deliverables** each year
- Processing these deliverables involves close coordination across **19 different groups** within the TennCare organization
- Part of **CMS Region 4**



*About TennCare's*

# *Office of Compliance Management (OCM)*

Division of TennCare

OCM provides oversight of all communications between the Managed Care Contractors and TennCare for Medicaid Contract Compliance

OCM ensures all communications occur and are recorded for audit purposes for all compliance items including ones such as the following:

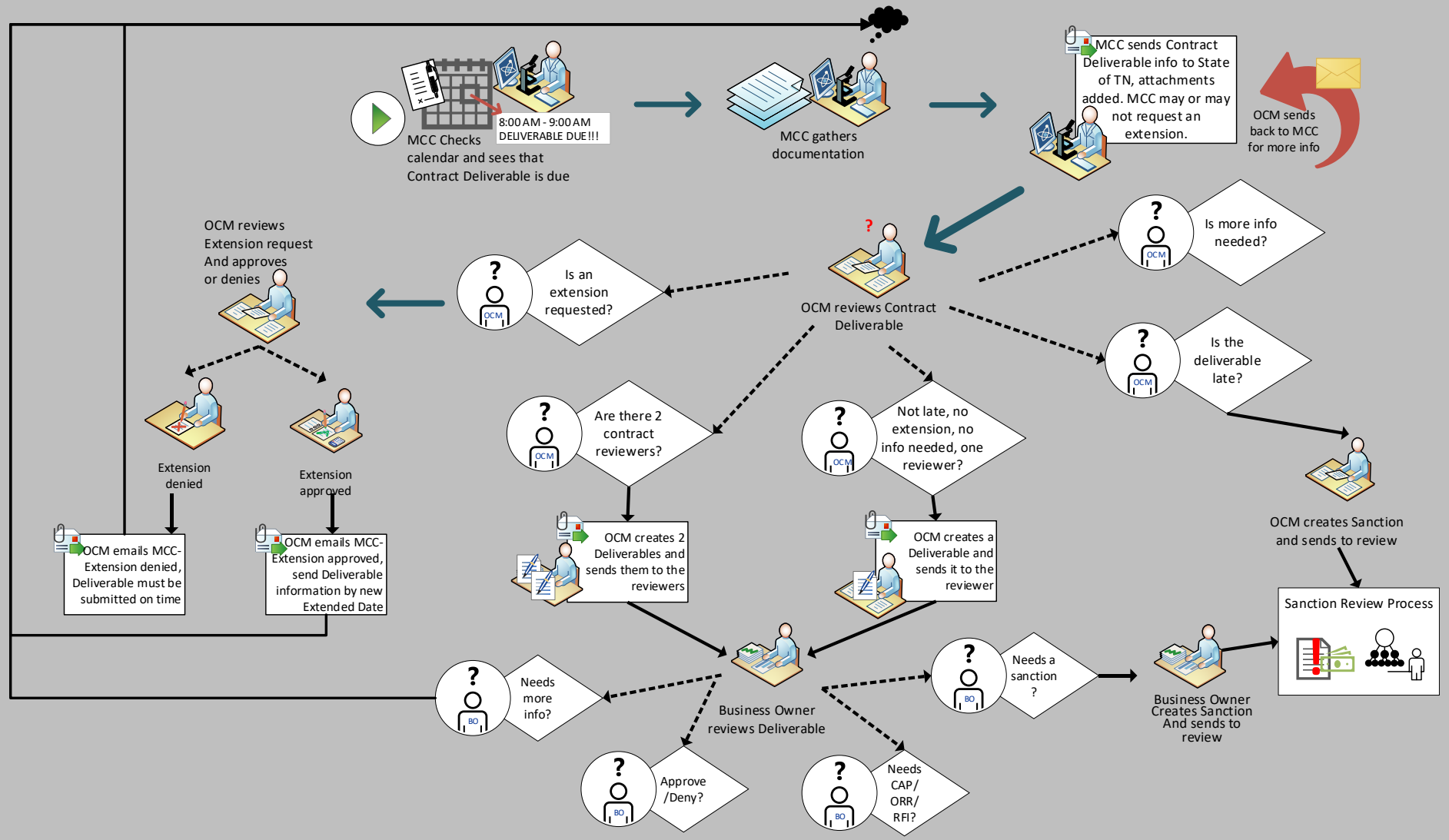
- contract deliverables
- on-request reports
- requests for information
- corrective action plan
- liquidated damages
- rescissions
- recoupments

# How our journey started…

- "Imagine if you will….."
- Electronic deliverables but no tracking of the review process
- No follow up mechanism with the MCO
- No real tracking or review trail for anything
- Sanctions was a manual paper process; the team kept track via a spreadsheet
- No reporting

***How do you know when it is the right time to upgrade?***

# Manual Processes



# What we needed….

Our prior system worked well for 10 years but it was still not exactly what we needed:

- Reporting was complicated
- Certain steps of the workflow still had to be manually owned
- Lack of automation
- OCM acted as the middleman, transitioning items to the next step

The new system needed to include more automation, better reporting & auditing, notifications and more.

**The identification of these needs and the workarounds utilized to compensate for them helped us to know that it was time for a new system.**

Great collaboration starts with asking…

# "How do you know?"

There are many players involved in the complex workflow for the oversight of Medicaid programs and each of them needs to know **different** pieces of information at **different** times.

For example:

**MCO's :**

- How do I know which deliverables are due and when?
- How do I know the status of submissions already made?
- How do I know if my submission has been assessed with liquidated damages?

**OCM:**

- How do I know submission dates are being consistently enforced?
- How do I know reviews of submissions are documented and complete?
- How do I know what issues are outstanding?

Unanswered questions create chaos, confusion, assumptions, and inefficiency.

Questions need efficient answers.

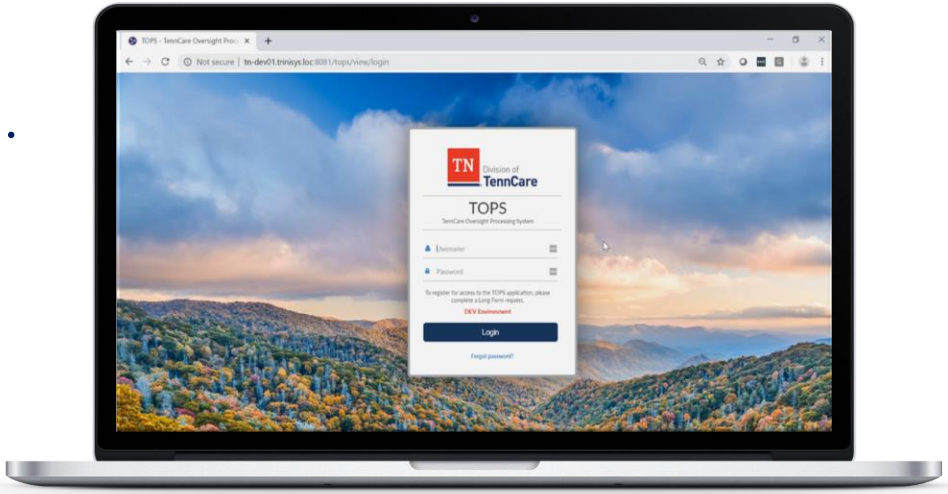
The solution (and the key to better collaboration)
is answering the question with the **right information** at the **right time**.

# *This is how we know*

In this session we will share how TennCare worked with partner Managed Care Organizations (MCO's) and our technology partner Trinisys, to implement a solution that helps provide the answers; a system designed to provide timely information to all parties involved and coordinate next steps.

In short, we will show you our answer to the question "How do you know?" and how it enables great collaboration.

"This is how we know"…



MESC 2022 ● Charlotte, NC

# About Trinisys

Trinisys offers leading enterprise data archival, migration, integration and web application solutions for the healthcare industry. We convert, connect, and combine data to automate manual processes, extend existing systems, and develop web solutions to improve processes and optimize resources. Trinisys **connects systems to systems and people to systems**.

Our core product, Convergence, enables sophisticated yet intuitive data conversion, disparate system integration, and web-enabled workflow management, effectively and efficiently solving modern business problems.

Trinisys' **Government Division** provides State and Local governments with powerful solutions that quicken business cycles, drive productivity, and increase revenues. Trinisys delivers **NASPO ValuePoint** Solutions in partnership with Insight Public Sector.

# Collaborating with the right vendor

Key ingredients needed for the successful project:

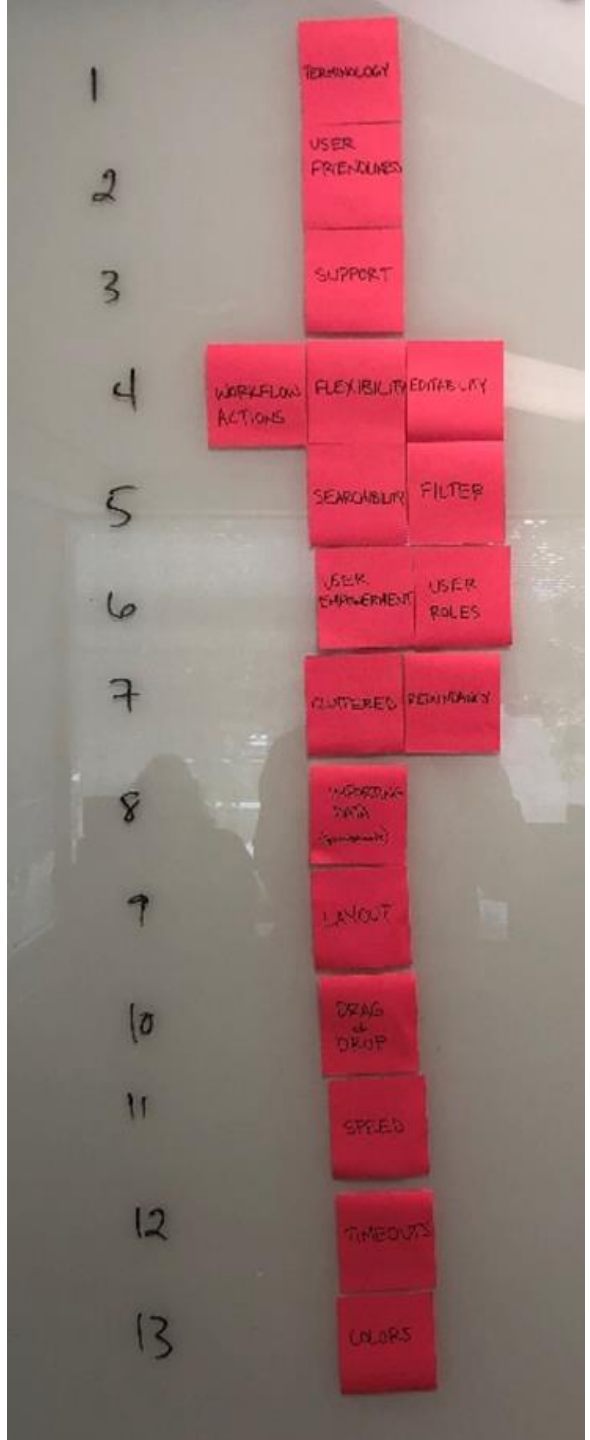
- Business process and workflow implementation proficiency
- Secure and reliable web-enabled technology stack
- Archive capabilities for the legacy data
- Ability to listen to the SMEs and learn
- Right resources for the job ( Business Analysts, Project Managers, Developers, DBAs, Security Engineers ) complimenting those of the state to make a cohesive team
- Trust, Honesty and Open Communication

**In short: Great Technology, Great people, and the ability to Listen and Learn**

# col·lab·o·ra·tion:

The action of working with someone to produce or create something

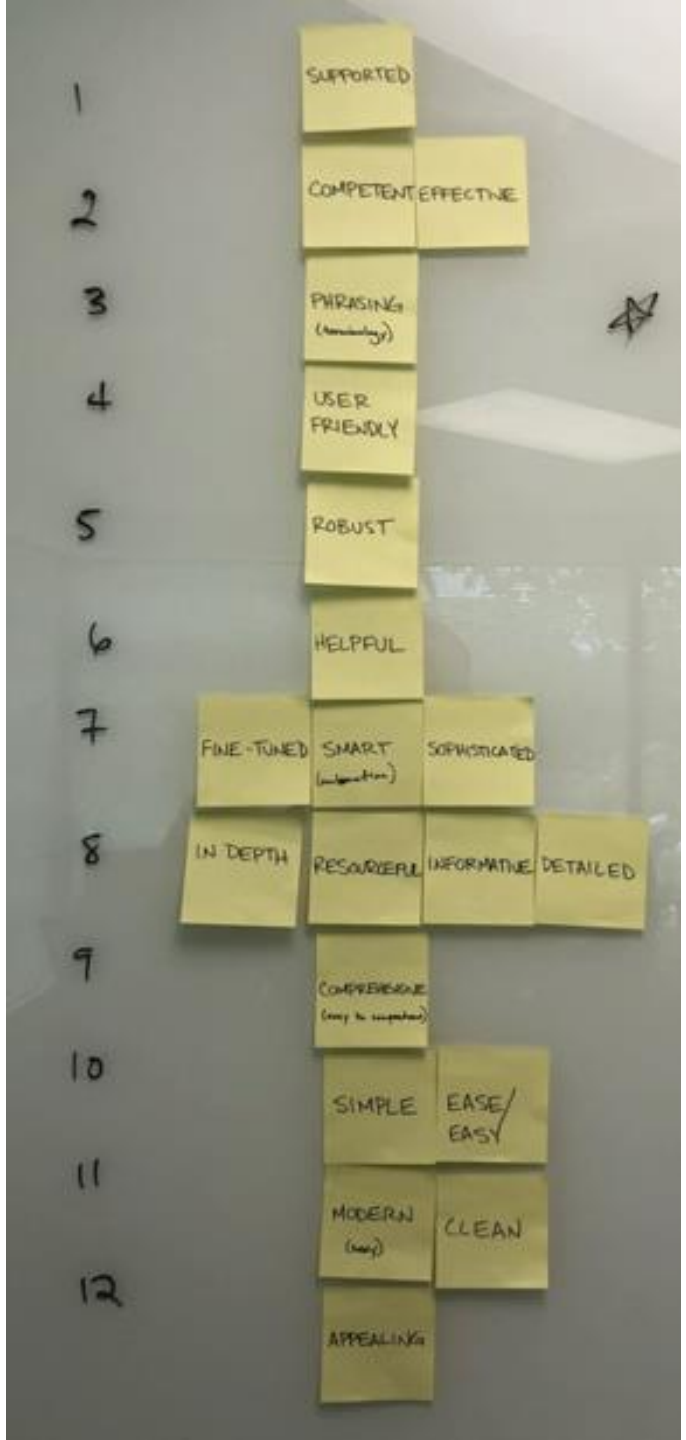
The process of two or more people, entities or organizations working together to complete a task or achieve a goal.




## Pain Points

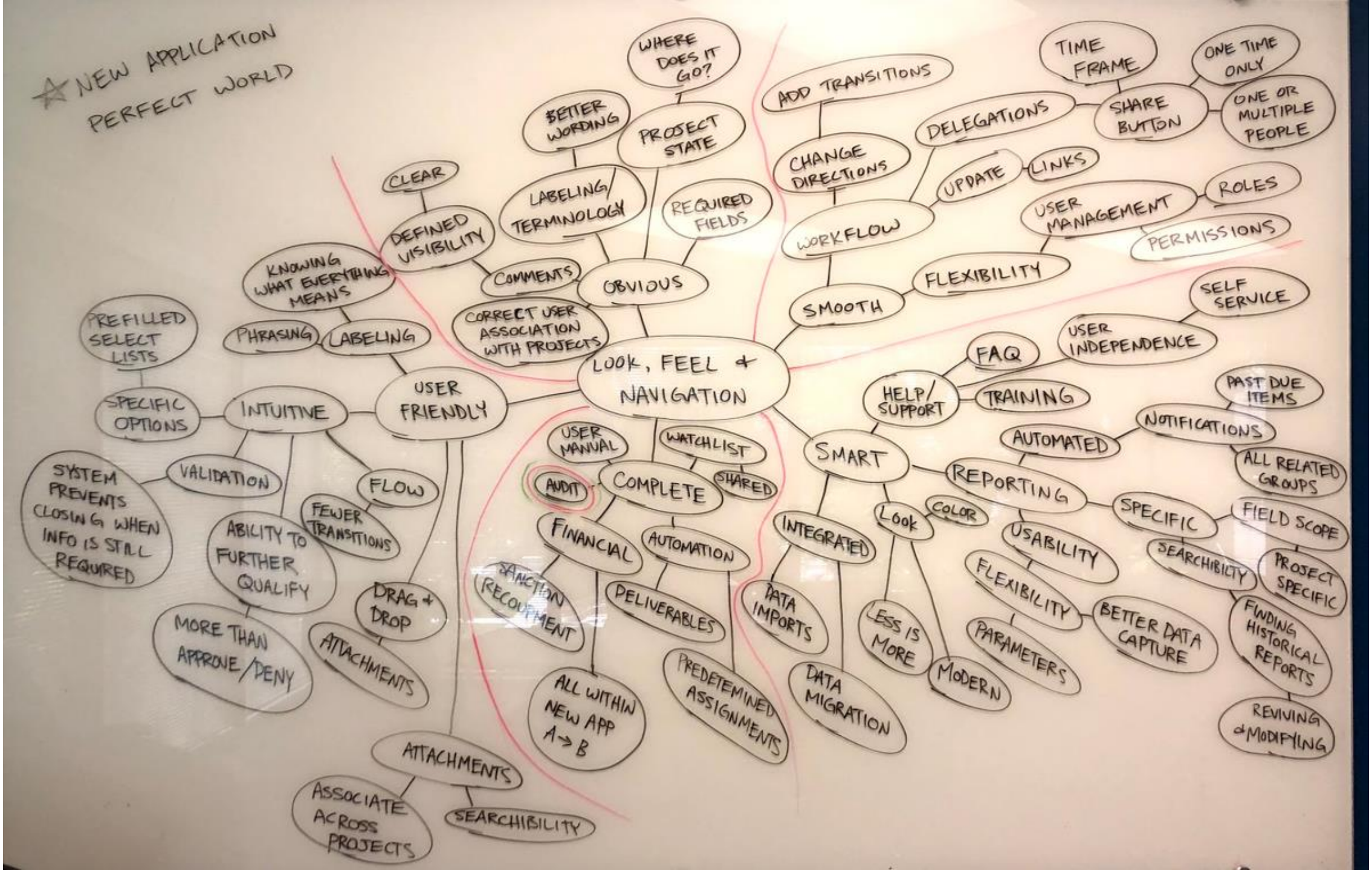
The OCM and Trinisys teams held multiple working sessions to design the new system.

Identifying the pain points, as you've heard mentioned in this session, was the first step.




## New System

After identifying the pain points, the teams documented what should be included in the new system


NEW APPLICATION
PERFECT WORLD
LOOK, FEEL & NAVIGATION
OBVIOUS
WHERE DOES IT GO?
PROJECT STATE
BETTER WORDING
LABELING/ TERMINOLOGY
REQUIRED FIELDS
CLEAR
DEFINED VISIBILITY
COMMENTS
CORRECT USER ASSOCIATION WITH PROJECTS
KNOWING WHAT EVERYTHING MEANS
PHRASING
LABELING
USER FRIENDLY
PREFILLED SELECT LISTS
SPECIFIC OPTIONS
INTUITIVE
VALIDATION
SYSTEM PREVENTS CLOSING WHEN INFO IS STILL REQUIRED
FLOW
FEWER TRANSITIONS
ABILITY TO FURTHER QUALIFY
DRAG & DROP
MORE THAN APPROVE/DENY
ATTACHMENTS
ATTACHMENTS
ASSOCIATE ACROSS PROJECTS
SEARCHIBILITY
SMOOTH
ADD TRANSITIONS
CHANGE DIRECTIONS
WORKFLOW
DELEGATIONS
TIME FRAME
SHARE BUTTON
ONE TIME ONLY
ONE OR MULTIPLE PEOPLE
UPDATE
LINKS
FLEXIBILITY
USER MANAGEMENT
ROLES
PERMISSIONS
SMART
HELP/ SUPPORT
FAQ
TRAINING
USER INDEPENDENCE
SELF SERVICE
AUTOMATED
NOTIFICATIONS
PAST DUE ITEMS
ALL RELATED GROUPS
REPORTING
SPECIFIC
FIELD SCOPE
PROJECT SPECIFIC
SEARCHIBILITY
FINDING HISTORICAL REPORTS
REVIVING & MODIFYING
USABILITY
FLEXIBILITY
PARAMETERS
BETTER DATA CAPTURE
Look
COLOR
LESS IS MORE
MODERN
INTEGRATED
DATA IMPORTS
DATA MIGRATION
COMPLETE
USER MANUAL
WATCHLIST
SHARED
AUDIT
FINANCIAL
AUTOMATION
SANCTION RECOUPMENT
DELIVERABLES
ALL WITHIN NEW APP A→B
PREDETEMINED ASSIGNMENTS

# Common Pain Points

Waiting on other participants vs. automated workflows

Access to information or lack thereof vs. self service portal with all the necessary information

Manual updates vs. direct system imports

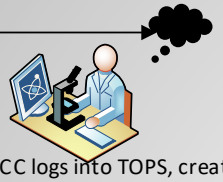
Manual deliverable creation vs. automation of deliverables

Terminology – prior wording was not user friendly or consistent vs. standardized intuitive terminology and wording

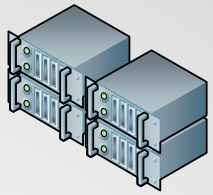
Searchability was poor vs. intuitive search and edit capability

User empowerment was low vs. role-based permissions with full access

# New TOPS Workflow

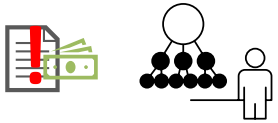


MCC logs into TOPS, creates Deliverable, and submits to TennCare. All documents are attached within the Deliverable interface.



TOPS automatically:
1. Creates Extension if requested
2. Creates 2 Deliverables if there are 2 Reviewers and sends to both Reviewers
3. Creates a Sanction if the Deliverable is late
4. If none of the above are true, it sends the Deliverable to the Reviewer

Sanction is automatically created and sent to the Review Process



Business Owner who reviews Deliverable and in one screen determines whether to send back to MCC for more info, approve/deny the Deliverable, and if the Deliverable needs a further action (Sanction,ORR, CAP, RFI). Extension request is also workflowed to Business Owner, who reviews Extension and determines whether to Approve or Deny the Extension. If approved, new Extension Due Date is reflected on the Deliverable automatically.

Decision Point: Needs info, Approve/Deny, Further Action

Sanction

CAP/ORR/RFI

Needs Info

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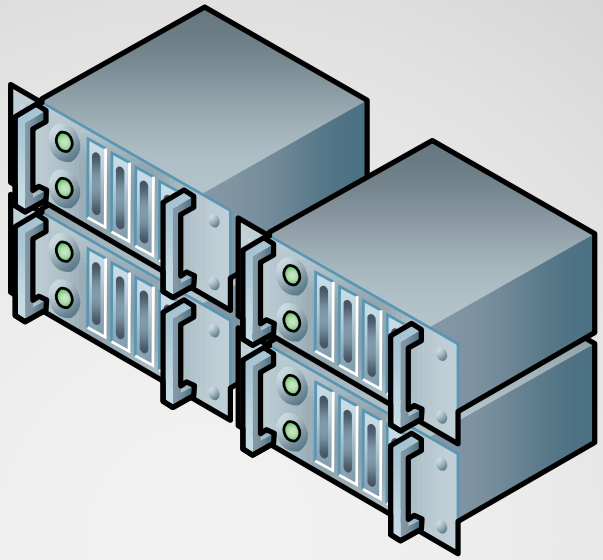

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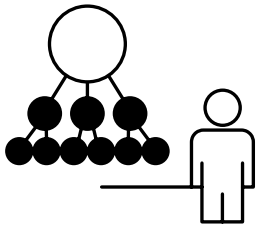

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Sanction

Decision Point: Needs info, Approve/Deny, Further Action

CAP/ORR/RFI

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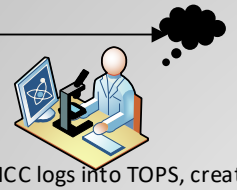

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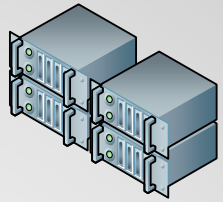

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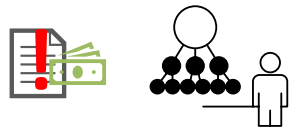

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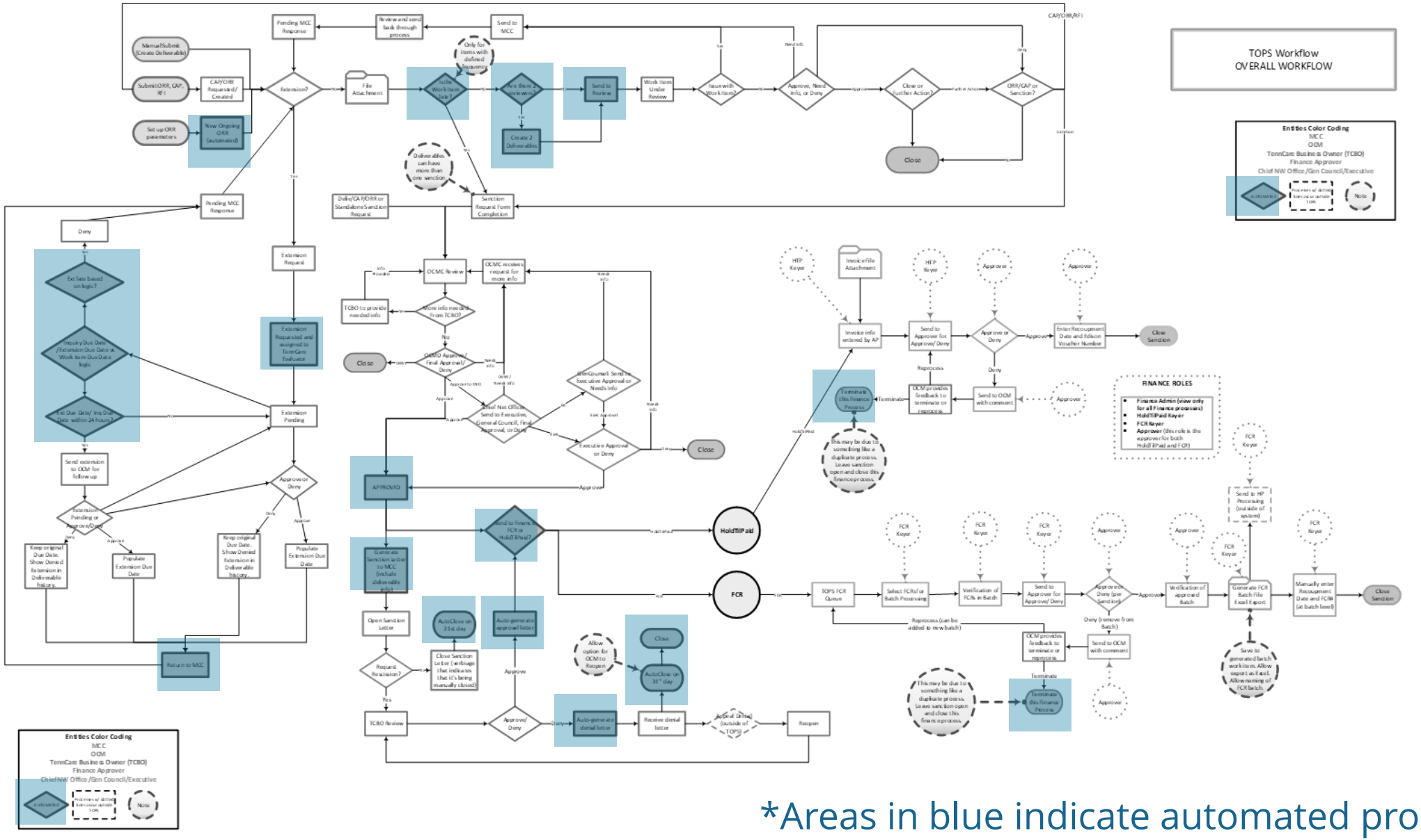
# Comprehensive Workflow & Automation




*Areas in blue indicate automated processes

# Automation for the win….

In addition to the many other efficiencies gained by the new system, the all participants in the process benefit from the following automated tasks:

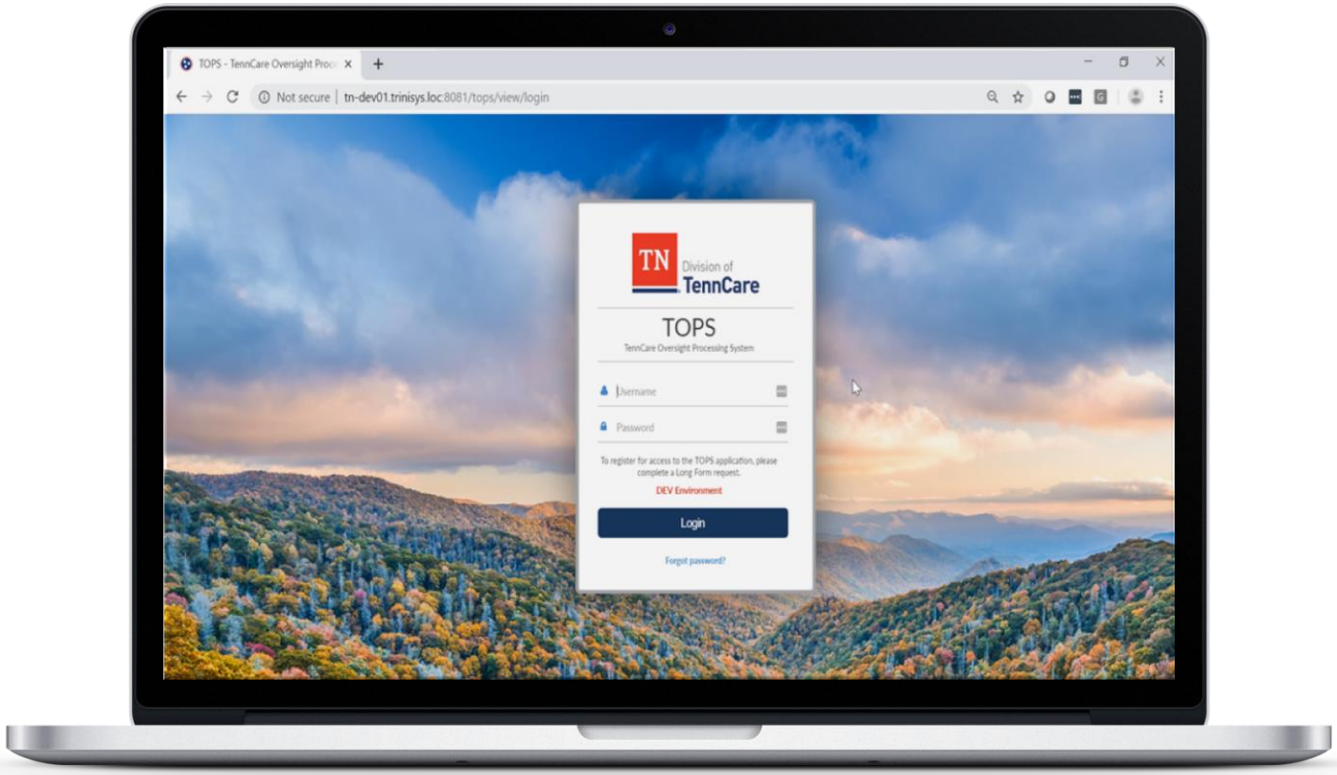
- Automated deliverables (1 or 2 reviewers)
- Automated ongoing on request reports
- Date logic for extensions, inquiries and more
- Liquidated damages letters
- Generation of finance items, automatically delivered to finance
- Alerts and notifications
- Auto closing of liquidated damages

Let's hear from some of the MCO users of the new system about their experiences.

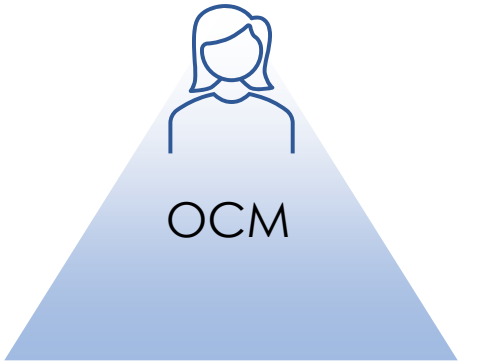
of Tennessee

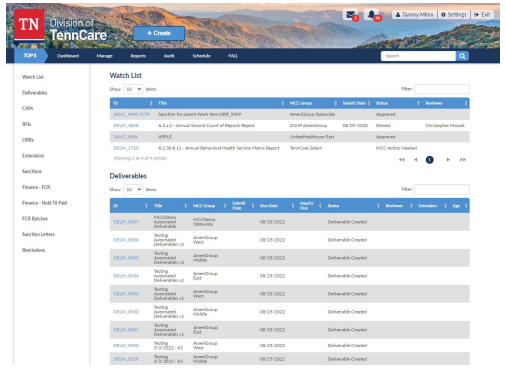
# How do you know when the status of items change?

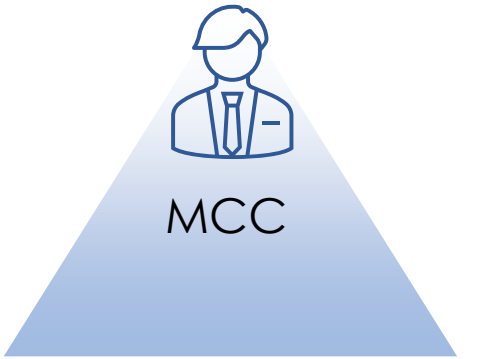
# Demonstration

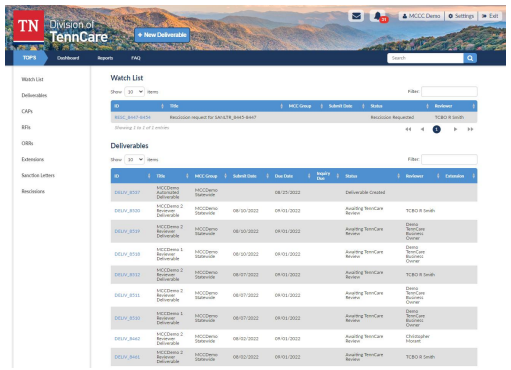


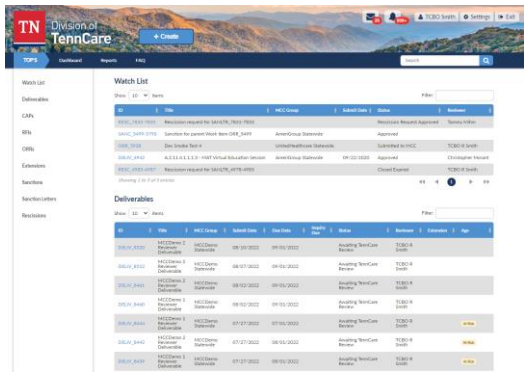
# Role Based Dashboards

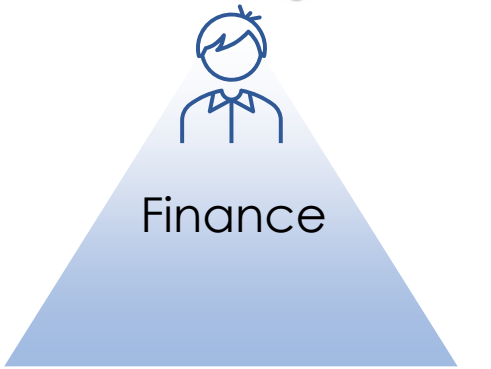


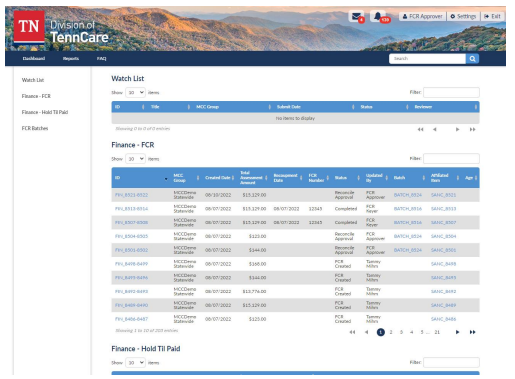





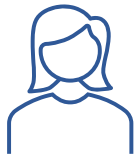







The system includes dashboards with role-based views. Each role's dashboard is tailored to include pertinent and high priority information unique to that role regarding deliverables and action items.



OCM

TN Division of TennCare

+ Create

3 34 Tammy Mihm | Settings | Exit

TOPS | Dashboard | Manage | Reports | Audit | Schedule | FAQ | Search

- Watch List
- Deliverables
- CAPs
- RFIs
- ORRs
- Extensions
- Sanctions
- Finance - FCR
- Finance - Hold Til Paid
- FCR Batches
- Sanction Letters
- Rescissions

## Watch List

Show 10 items Filter:

| ID | Title | MCC Group | Submit Date | Status | Reviewer |
|---|---|---|---|---|---|
| SANC_5499-5793 | Sanction for parent Work Item ORR_5499 | AmeriGroup Statewide | | Approved | |
| DELIV_4828 | A.1.a.1 - Annual Second Count of Reports Report | DSNP AmeriGroup | 08/09/2020 | Denied | Christopher Morant |
| SANC_3606 | APPLE | UnitedHealthcare East | | Approved | |
| DELIV_1725 | A.2.30.8.11 - Annual Behavioral Health Service Matrix Report | TennCare Select | | MCC Action Needed | |

*Showing 1 to 4 of 4 entries*

1

## Deliverables

Show 10 items Filter:

| ID | Title | MCC Group | Submit Date | Due Date | Inquiry Due | Status | Reviewer | Extension | Age |
|---|---|---|---|---|---|---|---|---|---|
| DELIV_8537 | MCCDemo Automated Deliverable | MCCDemo Statewide | | 08/25/2022 | | Deliverable Created | | | |
| DELIV_8536 | Testing Automated Deliverables v2 | AmeriGroup West | | 08/25/2022 | | Deliverable Created | | | |
| DELIV_8535 | Testing Automated Deliverables v2 | AmeriGroup Middle | | 08/25/2022 | | Deliverable Created | | | |
| DELIV_8534 | Testing Automated Deliverables v2 | AmeriGroup East | | 08/25/2022 | | Deliverable Created | | | |
| DELIV_8533 | Testing Automated Deliverables v1 | AmeriGroup West | | 08/25/2022 | | Deliverable Created | | | |
| DELIV_8532 | Testing Automated Deliverables v1 | AmeriGroup Middle | | 08/25/2022 | | Deliverable Created | | | |
| DELIV_8531 | Testing Automated Deliverables v1 | AmeriGroup East | | 08/25/2022 | | Deliverable Created | | | |
| DELIV_8530 | Testing 3/3/2022 - KS | AmeriGroup West | | 08/25/2022 | | Deliverable Created | | | |
| DELIV_8529 | Testing 3/3/2022 - KS | AmeriGroup Middle | | 08/25/2022 | | Deliverable Created | | | |

Business Owner

TN Division of TennCare

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26 999+ TCBO Smith | Settings | Exit

TOPS | Dashboard | Reports | FAQ | Search

- Watch List
- Deliverables
- CAPs
- RFIs
- ORRs
- Extensions
- Sanctions
- Sanction Letters
- Rescissions

## Watch List

Show 10 items Filter:

| ID | Title | MCC Group | Submit Date | Status | Reviewer |
|---|---|---|---|---|---|
| RESC_7833-7835 | Rescission request for SANLTR_7831-7833 | | | Rescission Request Approved | Tammy Mihm |
| SANC_5499-5793 | Sanction for parent Work Item ORR_5499 | AmeriGroup Statewide | | Approved | |
| ORR_5928 | Dev Smoke Test 4 | UnitedHealthcare Statewide | | Submitted to MCC | TCBO R Smith |
| DELIV_4942 | A.2.11.4.1.1.1.3 - MAT Virtual Education Session | AmeriGroup Statewide | 09/22/2020 | Approved | Christopher Morant |
| RESC_4985-4987 | Rescission request for SANLTR_4978-4985 | | | Closed Expired | TCBO R Smith |

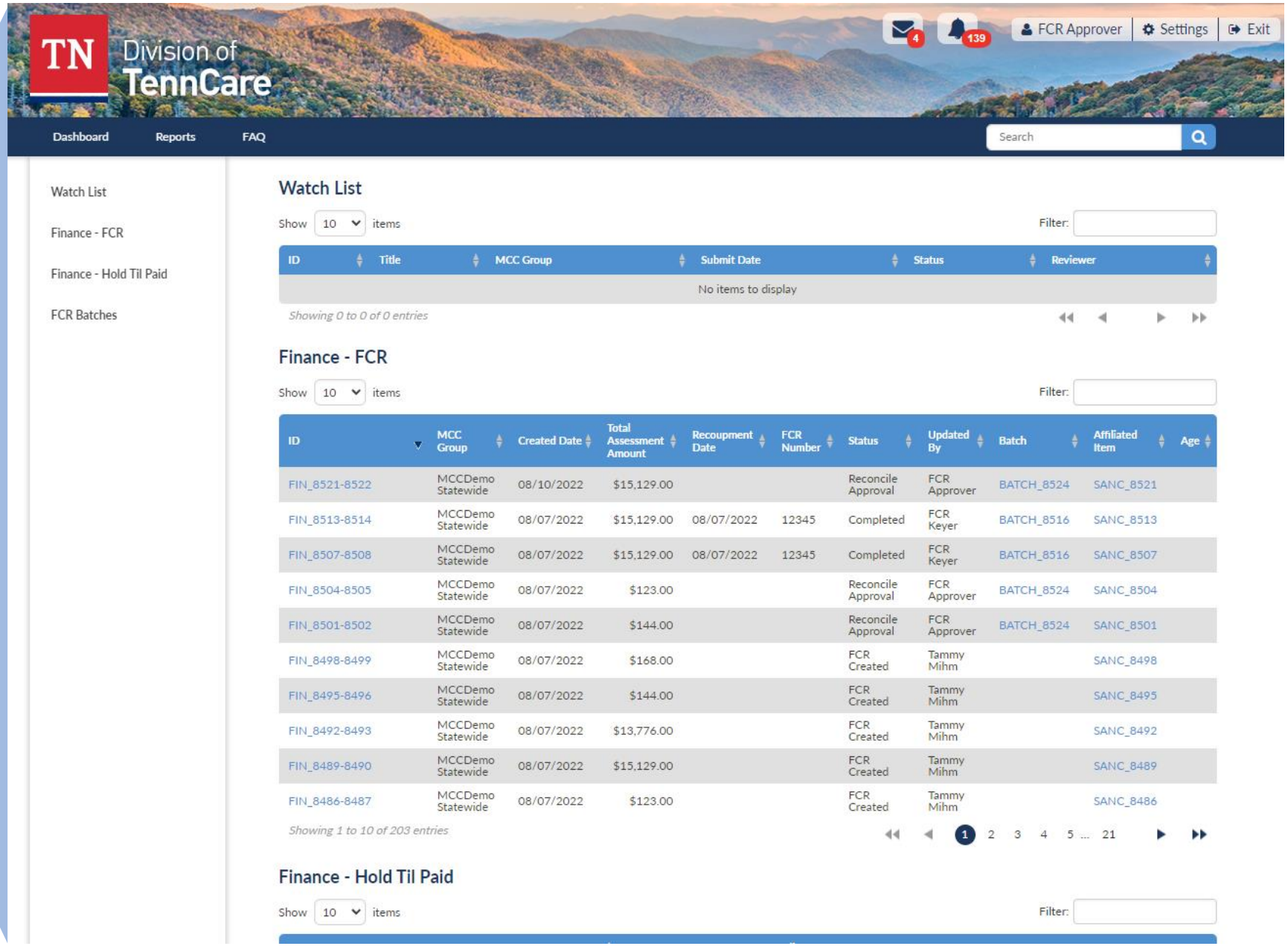
*Showing 1 to 5 of 5 entries* 1

## Deliverables

Show 10 items Filter:

| ID | Title | MCC Group | Submit Date | Due Date | Inquiry Due | Status | Reviewer | Extension | Age |
|---|---|---|---|---|---|---|---|---|---|
| DELIV_8520 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 08/10/2022 | 09/01/2022 | | Awaiting TennCare Review | TCBO R Smith | | |
| DELIV_8512 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 08/07/2022 | 09/01/2022 | | Awaiting TennCare Review | TCBO R Smith | | |
| DELIV_8461 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 08/02/2022 | 09/01/2022 | | Awaiting TennCare Review | TCBO R Smith | | |
| DELIV_8460 | MCCDemo 1 Reviewer Deliverable | MCCDemo Statewide | 08/02/2022 | 09/01/2022 | | Awaiting TennCare Review | TCBO R Smith | | |
| DELIV_8444 | MCCDemo 1 Reviewer Deliverable | MCCDemo Statewide | 07/27/2022 | 07/01/2022 | | Awaiting TennCare Review | TCBO R Smith | | At Risk |
| DELIV_8442 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 07/27/2022 | 08/01/2022 | | Awaiting TennCare Review | TCBO R Smith | | At Risk |
| DELIV_8439 | MCCDemo 1 Reviewer Deliverable | MCCDemo Statewide | 07/27/2022 | 08/01/2022 | | Awaiting TennCare Review | TCBO R Smith | | At Risk |

Finance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Division of
TennCare
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FCR Approver
Settings
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Watch List
Finance - FCR
Finance - Hold Til Paid
FCR Batches
Watch List
Show 10 items
Filter:
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Finance - FCR
Show 10 items
Filter:
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MCC Group
Created Date
Total Assessment Amount
Recoupment Date
FCR Number
Status
Updated By
Batch
Affiliated Item
Age
FIN_8521-8522 MCCDemo Statewide 08/10/2022 $15,129.00 Reconcile Approval FCR Approver BATCH_8524 SANC_8521
FIN_8513-8514 MCCDemo Statewide 08/07/2022 $15,129.00 08/07/2022 12345 Completed FCR Keyer BATCH_8516 SANC_8513
FIN_8507-8508 MCCDemo Statewide 08/07/2022 $15,129.00 08/07/2022 12345 Completed FCR Keyer BATCH_8516 SANC_8507
FIN_8504-8505 MCCDemo Statewide 08/07/2022 $123.00 Reconcile Approval FCR Approver BATCH_8524 SANC_8504
FIN_8501-8502 MCCDemo Statewide 08/07/2022 $144.00 Reconcile Approval FCR Approver BATCH_8524 SANC_8501
FIN_8498-8499 MCCDemo Statewide 08/07/2022 $168.00 FCR Created Tammy Mihm SANC_8498
FIN_8495-8496 MCCDemo Statewide 08/07/2022 $144.00 FCR Created Tammy Mihm SANC_8495
FIN_8492-8493 MCCDemo Statewide 08/07/2022 $13,776.00 FCR Created Tammy Mihm SANC_8492
FIN_8489-8490 MCCDemo Statewide 08/07/2022 $15,129.00 FCR Created Tammy Mihm SANC_8489
FIN_8486-8487 MCCDemo Statewide 08/07/2022 $123.00 FCR Created Tammy Mihm SANC_8486
Showing 1 to 10 of 203 entries
1 2 3 4 5 ... 21
Finance - Hold Til Paid
Show 10 items
Filter:

MCC

TN Division of TennCare

+ New Deliverable

31 MCCC Demo | Settings | Exit

TOPS | Dashboard | Reports | FAQ

Search

- Watch List
- Deliverables
- CAPs
- RFIs
- ORRs
- Extensions
- Sanction Letters
- Rescissions

## Watch List

Show 10 items Filter:

| ID | Title | MCC Group | Submit Date | Status | Reviewer |
|---|---|---|---|---|---|
| RESC_8447-8454 | Rescission request for SANLTR_8445-8447 | | | Rescission Requested | TCBO R Smith |

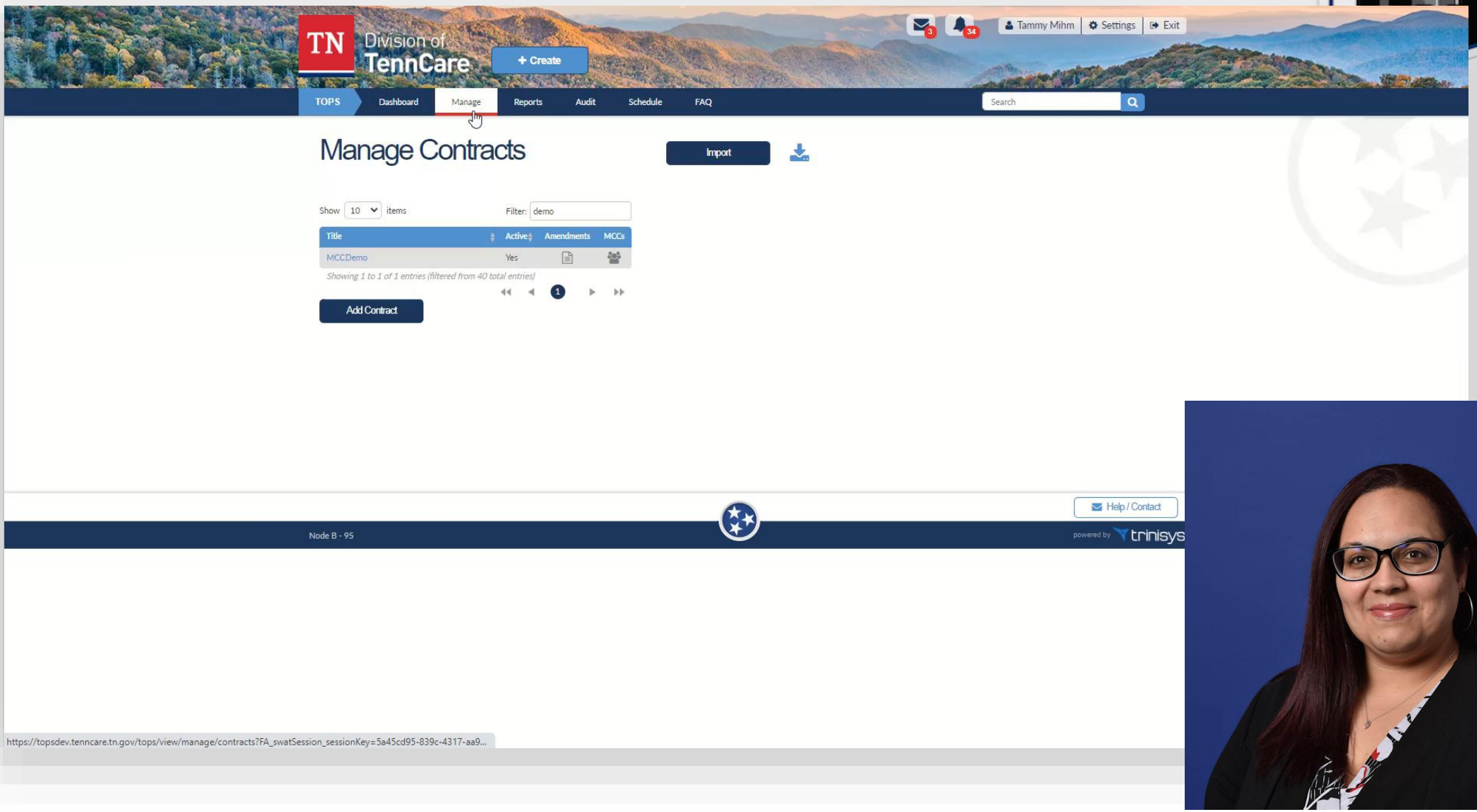
*Showing 1 to 1 of 1 entries* 1

## Deliverables

Show 10 items Filter:

| ID | Title | MCC Group | Submit Date | Due Date | Inquiry Due | Status | Reviewer | Extension |
|---|---|---|---|---|---|---|---|---|
| DELIV_8537 | MCCDemo Automated Deliverable | MCCDemo Statewide | | 08/25/2022 | | Deliverable Created | | |
| DELIV_8520 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 08/10/2022 | 09/01/2022 | | Awaiting TennCare Review | TCBO R Smith | |
| DELIV_8519 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 08/10/2022 | 09/01/2022 | | Awaiting TennCare Review | Demo TennCare Business Owner | |
| DELIV_8518 | MCCDemo 1 Reviewer Deliverable | MCCDemo Statewide | 08/10/2022 | 09/01/2022 | | Awaiting TennCare Review | Demo TennCare Business Owner | |
| DELIV_8512 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 08/07/2022 | 09/01/2022 | | Awaiting TennCare Review | TCBO R Smith | |
| DELIV_8511 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 08/07/2022 | 09/01/2022 | | Awaiting TennCare Review | Demo TennCare Business Owner | |
| DELIV_8510 | MCCDemo 1 Reviewer Deliverable | MCCDemo Statewide | 08/07/2022 | 09/01/2022 | | Awaiting TennCare Review | Demo TennCare Business Owner | |
| DELIV_8462 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 08/02/2022 | 09/01/2022 | | Awaiting TennCare Review | Christopher Morant | |
| DELIV_8461 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 08/02/2022 | 09/01/2022 | | Awaiting TennCare Review | TCBO R Smith | |

# Contract Import



- Watch List
- Deliverables
- CAPs
- RFIs
- ORRs
- Extensions
- Sanction Letters
- Rescissions

## Watch List

Show 10 items  Filter:

| ID | Title | MCC Group | Submit Date | Status | Reviewer |
|---|---|---|---|---|---|
| RESC_8447-8454 | Rescission request for SANLTR_8445-8447 | | | Rescission Requested | TCBO R Smith |

*Showing 1 to 1 of 1 entries*

## Deliverables

Show 10 items  Filter:

| ID | Title | MCC Group | Submit Date | Due Date | Inquiry Due | Status | Reviewer | Extension |
|---|---|---|---|---|---|---|---|---|
| DELIV_8462 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 08/02/2022 | 09/01/2022 | | Awaiting TennCare Review | Christopher Morant | |
| DELIV_8461 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 08/02/2022 | 09/01/2022 | | Awaiting TennCare Review | TCBO R Smith | |
| DELIV_8460 | MCCDemo 1 Reviewer Deliverable | MCCDemo Statewide | 08/02/2022 | 09/01/2022 | | Awaiting TennCare Review | TCBO R Smith | |
| DELIV_8444 | MCCDemo 1 Reviewer Deliverable | MCCDemo Statewide | 07/27/2022 | 07/01/2022 | | Awaiting TennCare Review | TCBO R Smith | |
| DELIV_8443 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 07/27/2022 | 08/01/2022 | | Awaiting TennCare Review | Christopher Morant | |
| DELIV_8442 | MCCDemo 2 Reviewer Deliverable | MCCDemo Statewide | 07/27/2022 | 08/01/2022 | | Awaiting TennCare Review | TCBO R Smith | |
| DELIV_8440 | MCCDemo 1 Reviewer Deliverable | MCCDemo Statewide | | 09/01/2022 | | Extension Requested | | EXT_8440-8441 |
| DELIV_8439 | MCCDemo 1 Reviewer Deliverable | MCCDemo Statewide | 07/27/2022 | 08/01/2022 | | Awaiting TennCare Review | TCBO R Smith | |

*Showing 1 to 8 of 8 entries*

## Corrective Action Plans

Show 10 items  Filter:

**Example of the MCC role view in TOPS**

# How things changed

- How it changed things for the OCM team
- How it helped us during the pandemic
- Efficiency and self-service opportunities
- Working remotely enablement
- Ability to take on additional responsibilities
- Adoption and promotion of change
- Functionality expansion with Centralized Repository
- Addition of marketing member material

# *QUESTIONS…*

# *THANK YOU!*

A recording of this session will be available on the MESC Attendee Hub (accessible with your registration)

Presentations will be posted to the conference website www.mesconference.org within the next few days

Additional details about today's presenters are below

# *Tammy Mihm*

TN Division of TennCare

MESC CHARLOTTE, NC | AUGUST 15 – 18 2022

- Managed Care Compliance Director, Office of Compliance Management at State of TN, Division of TennCare

Tammy has over 27 years of experience with the State of Tennessee Medicaid program. She has spent the majority of her years leading the TennCare Office of Compliance Management as the Director. She transitioned TennCare's compliance oversight process to its first web-based tool in 2010 making their process completely paperless. In 2018, Tammy and her team began working with Trinisys to develop its replacement, the TennCare Oversight Processing System known as TOPS, which is now fully implemented. In addition to Compliance Oversight, she is the Program Manager for the Non-Emergency Medical Transportation program and will be the Keynote Speaker at the upcoming NEMTAC Conference. Tammy lives in Murfreesboro, TN and has one daughter who is starting her senior year at Middle Tennessee State University.

# *Michele Napier*

TN Division of TennCare

MESC CHARLOTTE, NC | AUGUST 15 – 18 2022

- Compliance Specialist, Office of Compliance Management at State of TN, Division of TennCare

Michele has 15 years of experience with the State of Tennessee's Medicaid program. She works within the Office of Compliance Management and participated in the development and implementation of the original web-based tracking tool. She served on TennCare's team working with Trinisys to develop its replacement, the TennCare Oversight Processing System known as TOPS, which is now fully implemented. She serves as the subject matter expert for all of TOPS system related support and user trainings for all internal and external users. In addition to her involvement with the TOPS system, she is a vital part of the Non-Emergency Medical Transportation program. Michele and her husband live in Pleasant View, TN with their son.

# *Chris Bybee*

- VP Software Development, Trinisys

Chris has over two decades of experience leading development teams and implementing enterprise solutions in financial and healthcare industries. Chris's expertise in helping organizations visualize and execute large scale business automation, integration and cloud solutions guides every Trinisys Professional Services implementation as well as the Trinisys Product Development team. Chris earned his Bachelor's Degree in Engineering at Auburn University. Prior to Trinisys, Chris was the Director of Software Engineering in the Profit Stars division at Jack Henry & Associates. Chris and his wife live in Murfreesboro, TN with their two children.

# *Kelly Silva*

trinisys

- Senior Project Manager, Trinisys

Kelly has over 15 years of experience as a project manager, product owner, data analyst, and strategist in the financial and healthcare industries. Kelly's specialties include business process design and improvement, requirements gathering and analysis, data analysis, business intelligence, QA and testing, and IT strategy. As a Senior Project Manager at Trinisys, Kelly has been instrumental in guiding the projects for the State of Tennessee, and as a subject matter expert for Trinisys Government Services. Kelly earned her Bachelor's Degree in Business Information Systems at Tennessee State University. Kelly and her wife live in Nashville, TN, and their four adult children all live close by.