



FILED JULY 29 2024

STATE of MINNESOTA

Executive Department

Governor Tim Walz

NOTICE OF APPOINTMENT

Jana Johnson

Because of the special trust and confidence I have in your integrity, judgment, and ability, I have appointed and commissioned you to have and to hold the office of:

Member - Congressional District 2

Board of Trustees of the Minnesota State Colleges and Universities System

Effective: August 2, 2024

Expires: June 30, 2030

This appointment carries with it all rights, powers, duties, and emoluments granted by law and pertaining to this position until this appointment is superseded or annulled by me or other lawful authority or by any law of this State.

Signed and sealed July 29, 2024.



Tim Walz, GOVERNOR

Steve Simon, SECRETARY OF STATE

RECEIVED

JUL 29 2024

Replacing: April Ho-Nishimura

President of the Senate

Application for the position Member Congressional District Application Date: 7/2/2024 8:44:49 PM

Note: If your application needs to be amended, including updates to any uploaded documents, contact open.appointments@state.mn.us. Please provide your name, board, position you've applied to, and any other documentation you'd like included in your application along with a brief summary of your request.

Part I: Position Sought

Agency Name: Board Of Trustees Of The Minnesota State Colleges And Universities System
Position: Member Congressional District

Part II: Applicant Information

Name: Ms Jana Lyn Johnson
Phone: (612) 812-8763
County: Dakota
Recommended by the Appointing Authority: True
Mn House District: 57B
US House District: 2

Part III: Appending Documentation

Cover Letter and Resume

Type	File Type
Cover Letter	application/vnd.openxmlformats-officedocument.wordprocessingml.document
Resume	application/msword

Additional Documents (.doc, .docx, .pdf, .txt)

Type	File Name
No additional documents found.	

Part V: Signature

Signature: Jana Johnson
Date: 7/2/2024 8:44:49 PM

RECEIVED

JUL 29 2024

President of the Senate

JANA L. JOHNSON

St. Paul, MN
jana.johnson@charter.net

612-812-8763
www.linkedin.com/in/janalynjohnson

BOARD MEMBER

Leader of Performance and Cultural Transformation

Business executive with extensive leadership experience growing and transforming business performance, delivering innovative solutions, and bottom-line results. Advanced financial and risk management skills developed through multiple major system implementations, migrations to enhance business operations and responsibility for large budgets. Significant experience in cultural change, leadership development, and associate engagement. Calm, proactive, and strategic leader who recognizes criticality of alignment of priorities, resources, culture, and team buy-in for successful execution.

CURRENT BOARD EXPERIENCE

MINNESOTA ZOO, St. Paul, MN, 2021-present

Board Member | Finance and Governance Committee Member

Focus on achievement of strategic and operating plans. As Finance Committee member provide fiscal oversight and guidance. As Governance Committee member ensure strong leadership continuity in board and committee membership.

KEY GOVERNANCE QUALIFICATIONS

Organizational Transformation

Led many teams developing leaders to transform performance, improving bottom line results, customer satisfaction, and associate engagement. In each organization, developed new structures aligning talent and resources with key priorities for performance. Increased performance transparency for customers, leaders, and associates.

Fostered customer-oriented culture focused on winning as a team through shared goals and metrics. In all cases, overall and individual team performance improved while gaining administrative efficiencies.

Financial and Risk Management

Led or co-led major high-risk system migrations or implementations, transferring 25-year+ data center to enterprise solution at Anthem Dental, executing new pharmacy benefit manager, new administrative platform for billing enrollment, and claims payment in 10-month period for Medica Health Plan. In each situation, systems were implemented without major customer disruption in spite of aggressive timelines. Responsible for budgets of \$50-\$70M+, depending upon the role.

Customer Focus

Co-led cultural transformation from wholesale to retail orientation at Anthem Dental and Medica Health Plan. Reoriented leadership focus through measurement of key satisfaction metrics such as NPS, level of effort, first call resolution, overall satisfaction, and CHAPS and JD Power survey results.

Established understanding of impact and importance of consistent and ever-improving operational performance on member satisfaction. Integrated customer and member satisfaction into Anthem Dental executive team strategy and planning. Achieved year over year increases in member satisfaction as evidenced by JD Power and CHAPS consumer surveys at Medica.

RECEIVED

JUL 29 2024

President of the Senate

Merger / Acquisition Integration

Served as key leader in several organizational integrations resulting from merger, acquisition, and / or corporate restructuring, including establishment of new vision, purpose, mission, and long-term strategic plans. Leadership structures, organizational processes, and executive / board oversight requirements were put in place. All 3 organizations have grown and thrived from initial integration activities.

Human Resources / Talent Development

Led implementation of new core human resource functions such as payroll, compensation, and talent management. In concert with Board of Directors Personnel and Compensation Committee, established executive and associate compensation system, including annual merit review and incentive award processes. Initiated emerging leaders program focused on developing pipeline of leadership talent.

Vendor Management

Served as lead executive for 3 of Medica's largest vendors for core back-room operations and pharmacy benefit management covering 1.5M members. Negotiated contracts and renewals and led quarterly performance reviews. Lead operations executive performing third party administrative functions for Anthem Dental covering 5.5M members.

PROFESSIONAL EXPERIENCE**Elevance Health, Indianapolis, IN**

2018 - 2022

Fortune 500 company with 40M members and \$100B in revenue.

Staff Vice President, Dental Operations

Led Dental Division operations and service teams (billing enrollment, case installation, audit, call center, customer advocates, system support and testing, clinical review, and on-shore and off-shore vendors) to support 6M members for Anthem integrated business and stand-alone third-party administrator clients. Oversaw team of 6 direct reports and 450 associates with annual budget of \$46M. Managed performance of off-shore call center teams serving Anthem dental members and providers. Reported to President of Dental and Vision and Vice President Business Solutions Group via matrixed organization.

- Joined team to lead them through downsizing and restructuring due to loss of long-time customer comprising 40% of membership.
- Realigned team leadership and frontline associates to focus on improvement of member experience and consistent achievement of needed results, reducing claim payment turnaround time from 90% to 95% within 14 days in 2021 and 2022.
- Co-led migration of 25-year+ dental data center to Anthem enterprise solution with no disruption to customers. Integrated key applications and operational processes with enterprise solutions.

MEDICA HEALTH PLANS, Minneapolis, MN

\$5B not-for-profit health insurance company with 1.7M members throughout Midwest. During tenure, Medica grew in valuation from \$200M to \$900M.

Senior Vice President, Health and Provider Services

2014 - 2017

Directed all aspects of medical managed care functions, including medical policy, utilization review, case management, health and disease management programs, pharmacy / formulary management and provider services. Managed vendors for pharmacy benefit and specialty pharmacy administration and nurse line services. Led team of 11 direct reports and total of 200 with annual budget of \$24M. Reported to Chief Medical Officer, staff leader to Board of Directors Medical Committee.

- Re-established core managed care capabilities, increasing Medicare Star ratings from 4.0 to 4.5 while mitigating medical trend increases by 2%.

RECEIVED

'JUL 29 2024

President of the Senate

MEDICA HEALTH PLANS (Continued)

- Saved \$3.5M annually by implementing medical trend risk-sharing contract with new specialty pharmacy vendor.
- Reduced expenses \$3.5M annually through creating first in market solution for medical pharmacy utilization management and claims edits.
- Developed new organization structure, creating increased transparency in value and costs, strengthening leadership, improving productivity and core competencies while reducing administrative costs.
- Led highly successful system implementation of new Pharmacy Benefit Manager, projected to save \$680M over 3-year period with negligible disruption to members or customers.

Senior Vice President, Operations**2004 - 2014**

Led all aspects of health plan operations, policy development, and oversight of vendor's transaction services commercial member, employer / broker, and provider contact centers, serving 1.5M calls per year. Oversaw \$29M budget and contractual relationships equating to \$80M annually. Led team of 8 direct reports and staff of 329. Reported to CEO.

- Partnered with CIO and business unit leader to implement new suite of administrative systems, executed within 10-month period, meeting deadline for open enrollment.
- Co-led cultural transformation from wholesale to retail orientation and achieved year over year increases in member satisfaction as evidenced by JD Power and CAHPS consumer surveys.
- Developed and implemented strategy, supporting product / market innovations in increasingly complex operations while reducing administrative costs and improving operational performance.
- Led administration of consumer directed product offerings. Streamlined operations, enhancing customer experience, and reducing budgets each year while improving results.
- Renegotiated contract for re-pricing of leased provider network claims administration, achieving 33% cost reduction in 2008.
- Achieved staff and leadership retention rates consistently higher than Medica's overall average, including contact center turnover and top ratings for employee satisfaction since 2002.

Prior roles at MEDICA HEALTH CARE PLANS**Interim Vice President, Human Resources****Vice President, Operations****ADDITIONAL RELEVANT EXPERIENCE****HEALTHPARTNERS, INC., Minneapolis, MN***Integrated, consumer governed, healthcare organization serving 1.5M members***Vice President, Contracted Operations and Managed Care Systems****Senior Director, Contracted Operations and Managed Care Systems****Senior Director, Planning and Corporate Staff / Chief of Staff to CEO****Planning Manager**

RECEIVED

JUL 29 2024

EDUCATION

- **Master of Business Administration (MBA)**, College of St. Thomas, Saint Paul, MN
- **Bachelor of Arts (BA)**, Speech Communication, University of Minnesota, Minneapolis, MN

President of the Senate

ASSOCIATION AND BOARD SERVICE

Board of Directors

- Minnesota Zoo, Board of Directors, 2021 - present; Governance and Finance Committee member
- American Heart Association, MN Chapter Board Member 2017 - 2023; Chair, Leadership Development Committee
- Minnesota Community Measurement, Board of Directors, 2016 - 2017
- Children's Defense Fund, Advisory Board, 2010 - 2016
- Boys and Girls Club of the Twin Cities, Board and Executive Committee member, 1997 - 2005
- Girl Scouts of St. Croix Valley, Board of Directors, 1999 - 2000
- American Marketing Association, MN Chapter President, 1991 - 1992; Board member, 1987 - 1993

Associations

- Women's Health Care Leadership Trust, Member at-large, 1995 - present; Board of Directors 2013 - 2019; Leadership Development Committee member, 2019 - present; Chair, Marketing and Communications Committee, 2013 - 2018
- Women's Business Leadership, at-large member, 2009 - present
- Mentium Mentor Program, 2005 - present
- AHIP Mentor Program, 2008 - 2018
- United Way Allocation Committee, 1997 - 2000

PROFESSIONAL AWARDS

Business Journal 25 Women Changemakers, July 2003

RECEIVED

JUL 29 2024

President of the Senate

July 2, 2024

Re: Board of Trustees of the Minnesota State Colleges and Universities System At-Large Member

I am pleased to submit my application for the Board of Trustees of the Minnesota State Colleges and Universities System.

I am currently a Board of Directors for the Minnesota Zoo, serving on both the Finance and Governance Committees. Interestingly, I have found that my executive leadership experience from the health care industry has directly applied to this non-health care institution! The Finance Committee is focused on ensuring the Zoo's financial viability both today and in the future and the Governance Committee focuses on the same through recruitment and retention of qualified leaders for our Board. It has been a wonderful experience learning about the Zoo and contributing toward its success.

My background is in health insurance administration and clinical operations, leading a staff of hundreds with a responsibility for budgets of \$50-\$70M plus depending upon the role I was serving in at the time. I describe myself as a business executive with extensive leadership experience in strategic planning to grow and transform business performance, delivering innovative solutions, and bottom-line results.

As a potential Board member for MNSCU, I bring significant experience in financial management, audit and oversight, organizational cultural change, leadership development, and associate engagement. I have led our teams through multiple major system implementations and migrations to enhance business operations. I have a calm, proactive, and strategic leader who recognizes criticality of alignment of priorities, resources, culture, and team buy-in for successful execution.

I am a graduate of the University of Minnesota and a loyal Gopher fan. Similar to my experience with the MN Zoo, I believe I can and will add great value to the MNSCU Board of Directors and contribute to the long term success of the educational system itself.

Thank you for your consideration

Jana L. Johnson
Jana.johnson@charter.net
612-812-8763

RECEIVED

JUL 29 2024

President of the Senate