

## Greg Charles – Short Speaker Bio



Greg Charles has over 20 years of experience in Medicaid and Integrated Eligibility projects. Greg has assisted a dozen states in the transformation of very large, complex health and human services programs through system implementations. These projects have enabled agencies to better serve their constituents, improve beneficiary outcomes, optimize business processes, and meet federal and state requirements and regulations. Greg's specialties include assessments and process redesign, technology enablement, program management, and overhauling troubled initiatives. Greg has developed custom tools to drive delivery across projects while sharpening and heightening risk identification and monitoring to significantly improve quality.

Greg joined Intervoice in December 2019 as the Project Management Office (PMO) Project Director for the MEDITI3G Medicaid eligibility project. Greg earned his BA from Asbury College and his MBA from the University of Central Florida.