

# 2025- 2026 Candidate Biographies

## Candidate for Vice President



**Name:** Mary McClintock, RN, MSN, CCM

**Current Job Title:** ACNO Care Progression South Shore Health

**Number of years practicing Case Management:** 39

**Credentials:** RN, MSN, CCM

**Professional Background:** I began as an RN Case Manager in an Obstetric practice in a Medical Group - Harvard Community Health Plan. I later managed the maternity telephonic case managers and then moved to the Regional Manager for both on-site and telephonic case managers in the Boston Hospitals for Harvard Pilgrim Health Care. I wanted more in-person interactions with the patients and families so I then took a position at Norwood Hospital as Director of Case Management with the goal to develop a CM department and I have remained there for 15 ½ years. During that time, I helped with model transition, job description development, staff education and mentoring. I enjoyed working with patients with complex needs. Recognizing the need for Case Managers to streamline processes I helped implement a Case Management computer system.

I wanted a different challenge so moved to CharterCare in Rhode Island as Director of Case Management. This position offered me the opportunity to work with a great group of case managers helping them to further develop their Case Management program. Implementing a new computer System for Case Managers, Creating Department Metrics and streamlining processes using technology. I was asked by the Prospect Medical to take a National Role working with the Case Management Departments throughout the organization on Case Management operations, CM computer system implementation, standardizing data collection and reporting as well as being the CM liaison for corporate project teams. An opportunity presented at South Shore Health for ACNO of Care Progression. I am working with a great group of managers and staff, RN, SW and non-licensed. We are looking at opportunities to streamline processes while being more proactive and identifying opportunities.

**Specialty Areas:** Insurance and Hospital Case Management; both adult and pediatric case management

**Past Offices held or Committee Participation in**

**CMSNE:** Treasurer 2020-2025 Secretary 2016, Director at Large 2013-2015, President Elect 2017, President 2018-2019, Immediate Past President 2020, Member of Ad Hoc Programming Committee; Past member Annual

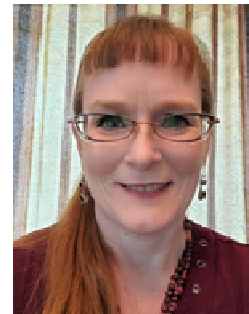
Conference Committee, Hospital Conference Committee, Membership Engagement Committee.

**Election Statement:** I have had the pleasure of working closely with the CMSNE membership and CMSNE Board Leadership over the past years. I am submitting my name as a candidate for Massachusetts Extension CO-Chair. I would like to connect with the membership to provide educational opportunities that reflect the needs of the CMSNE membership. Having worked with various groups over the past few years as treasurer I have seen how the CMSNE board brought back in person education as well as continued with virtual programming. I would like to provide opportunities for nurses and social workers that are not case managers to learn about what our profession offers through these educational opportunities.

If elected I would be working with you the membership towards these goals.

Thank you for your support.

## Candidate for Treasurer



**Name:** Tammy J. McCauley-Masse, BSN RN CRRN CCM CMGT-BC (candidate for re-election)

**Current Job Title:** Clinical Case Manager

**Company:** Defense Health Agency / Navy Medicine Readiness and Training Unit Portsmouth NH

**Number of years practicing Case Management:** 25+

**Credentials:** BSN RN CRRN CCM CMGT-BC

**Professional Background:** 39 years in nursing including 25+ years in various areas of case management/utilization management in both the inpatient and outpatient settings. Experience in regulatory compliance, process improvement, and program development. Case management experience in neurological rehab, cardiac/telemetry, med-surg and OB/GYN. For the past 17 years, has provided case management services for Navy Medicine Readiness and Training Unit in Portsmouth, NH, a tri-service military treatment facility, providing adult and pediatric medical and behavioral health case management to active-duty service members, family members, and retirees. Primary areas of focus include TBI, PTSD, Behavioral health, polytrauma, oncology, return to work issues, and pediatric specialty care. Currently is Team Lead for Case Management for the Navy Medicine Readiness and Training Command New England, providing resource and support to case managers at Naval Clinics in Newport RI

and Groton CT. Has received recognition from the Defense Centers of Excellence for work in TBI and Case Management, is a Daisy Award Honoree, with nomination for Daisy Award x3

**Specialty Areas:** Military medicine, behavioral health

**Past Offices held or Committee Participation in**

**CMSNE:** past committee member for Public Policy, Building Strategies Conference, and Annual Conference. Past Director at Large, and Secretary

**Participation in other Professional Organizations:**

CMSA, Committee member for Annual Seacoast Veterans Conference, NH

**Election Statement:** I have been a member of CMSNE, for most all my career in case management. Over the years, I have been on multiple committees for conferences, and for public policy. More recently, I took on being Director at Large, and during second term fulfilled the role of Secretary for CMSNE. I have long felt the support and assist of resource information from my colleagues both with CMSNE, and CMSA. This has helped me in my roles in case management both in the civilian sector, and the military sector. I strongly believe as Case Managers, we must look for ways to support ourselves, and build our "toolbox" of resources, and pertinent connections, to manage the rapid and frequent changes in healthcare. I am currently running for election as Treasurer. I hope to continue to support this chapter and its members, in this changing world. I encourage others to look at how they may also participate in chapter functions, and committees. The support you get, as I have gotten, is very beneficial to all we do in Case Management. Thank you for your consideration.

### Candidate for Secretary



**Name:** Nancy Benoit, RN, CRRN, CCM

**Current Job Title:** Medical Division Manager, NLB Consulting and Charge Nurse Clover Healthcare Skilled Rehab

**Number of years practicing Case Management:** 40

**Credentials:** RN, CRRN, CCM

**Professional Background:** Extensive experience in the arenas of Occupational Health/Worker's Compensation and Rehabilitation. Current consulting position specializes in Brain and Spinal Cord Injury, Life Care Planning, Ergonomic Evaluation, Job Analysis/Modifications in Industrial and Corporate Office settings, Personal Injury/Liability & Disability Claim Review, Workers Compensation Injury Case Management and McKesson Health Solutions product review. Also works

for Senior Lifestyle as the Charge Nurse on a skilled rehabilitation unit.

**Specialty Areas:** Worker's Compensation, Rehabilitation and Brain Injury

**Past Offices Held:**

Secretary 2016-2017

Immediate Past President CMSNE 2011-2012 & 2024-2025

President CMSNE 2010-2011 & 2021-2023

Vice President CMSNE 2009 and 2019

Maine Extension Co-Chair: 2004-2008, 2012-2016

Scholarship Committee: 2004-2008

Newsletter Committee

Annual Conference Committee

Building Strategies Committee Liaison

Policy & Procedure Ad Hoc Committee

Assisted with the identification/coordination of educational speakers/programs

Development of the CMSNE Public Relations Packet

Social Initiative Liaison for 2008 – Brain Injury Awareness

CMSA Standards of Practice Revisions Focus Group

CMSA Career & Knowledge Pathways writing group

**Other Professional Organizations:** Past President of Pine Tree State Chapter of ARN, Brain Injury Association of Maine: Professional Conference Committee, Past Present for two terms and served as a board member of the Brain Injury Association of Maine for more than 15 years

**Election Statement:** I have enjoyed working with and supporting CMSNE in a wide variety of roles and am excited about the opportunity to once again serve the organization. Through this position I will strive to facilitate the ongoing development of Case Management in New England and encourage case managers in all work arenas to become more involved with CMSNE as I continue to gain knowledge and skills from the many talented individuals who also lead this organization.

### Candidates for Maine Extension Co-Chairs:



**Name:** Jennifer Boone, LCSW

**Current Job Title:** Manager of Social Work and Complex Care

**Company:** MaineHealth-Maine Medical Center

**Number of years practicing Case Management:** 12 years

**Credentials:** LCSW

**Professional Background:** Since my graduation from University of New England with my Masters in Social Work (MSW) I have had the opportunity to work supporting geriatrics patients in a long-term care center

as a Director of Social Work as well as in acute Care Management Social Work at MaineHealth Maine Medical Center. During my time at MaineHealth I worked supporting the Barbara Bush Children's Hospital as a Social Worker in the NICU for 8 years. I currently lead the Social Work team at Maine Medical Center with a focus of my work being on our complex long stay patient population.

**Specialty Areas:** Complex long stay patients, Pediatrics, Hospital management

**Past Offices held or Committee Participation in**

**CMSNE:** Committee Chair, Peds SIG, Maine Conference 2024

Participation in other Professional Organizations: CMSA

**Election Statement:** I am honored to submit my candidacy for Co-Chair of the Maine Extension with the Case Management Society of New England. With 12 years of experience in case management across pediatric, neonatal and adult complex care, I bring a deep commitment to advancing the profession and supporting case managers in delivering ethical, effective, and person-centered care. Throughout my career, I have demonstrated leadership both in my current role as the Manager of Social Work and Complex Care in a 750 bed hospital as well as when I was providing patient facing care as a unit based social worker in the Neonatal Intensive Care Unit. In both roles, I focused on my commitment to education, communication and best social work/case management practices to guide decisions. If selected as Co-Chair of the Maine Extension, I will advocate for continued professional development and interprofessional collaboration which impacts practice of case management. Thank you for your consideration.



**Name:** Cynthia Smith, RN, BSN, CCM (candidate for re-election)

**Current Job Title:** Manager – Care Coordination, MidCoast Parkview Hospital

**Number of years practicing Case Management:** 26 Years as an Acute Hospital Case Manager

**Credentials:** RN, BSN, CCM

**Professional Background:** My background is hospital Care Coordination at MidCoast Parkview Health which is a 92-bed community hospital which is part of The Maine Health system. We usually run beyond our maximum capacity boarding inpatients in the ED so the role of case management is vital in managing length of stay, throughput and bed access. Our focus is to start transition planning on admission. We look at the short-term needs of our patients as well as long-term needs to

ensure the patient's transition is successful to their next level of care wherever that may be. Hospital case management has become very demanding with our aging population. Being a case manager in acute care is exciting, fast paced and rewarding as we give the patients and family members our best support and assist them to navigate the complex system if a loved one cannot return home. I am a patient advocate for our at-risk populations with a focus with the long length of stay patients whom many have complex physical and social needs. I became a Certified Case Manager in 2008. CMSNE has provided me with countless educational opportunities over the years that have fostered my professional development. I remain involved because the organization is committed to the profession of Professional Case Management and having our voices being heard! The woman and men who are involved in CMSNE have inspired me over the years with their wisdom. I enjoy working with the board and being part of something that is amazing!

**Specialty Areas:** Hospital Case Management in acute care, ICU and ED

**Past Offices held or Committee Participation in**

**CMSNE:** Hospital based conference committee (2018, 2019, 2022, 2023)

Maine Co-Chair (2018, 2019, 2020, 2021, 2022, 2023, 2024)

Ad Hoc Programming Committee (2020 - 2025)

Scholarship Committee 2024

**Election Statement:** The profession of Case Management is essential to our healthcare system facilitating positive outcomes assisting patients and their families with navigation through a complex health care matrix.

**Personal Interests:** My favorite things are to spend time with my family and friends, Dunkin donuts coffee, ice cold fountain soda, traveling and shopping.

### Candidates for MA Extension Co-Chairs:



**Name:** Karen Hanrahan, BS, BSN, RN (candidate for re-election)

**Current Job Title:** RN Case Manager

**Company:** MGB: Mass General Brigham: Brigham & Women's Hospital

**Number of years practicing Case Management:** 4

**Credentials:** BSN RN

**Professional Background:** I have worked for over 40 years in healthcare in a variety of roles including clinical and leadership at both community and academic health care settings. My clinical experience includes emergency department, cardiovascular surgery and case management. Among my skills, I am a cardiovascular



subject matter expert, EPIC, 4NEXT, Interqual and IT superuser, primary preceptor, and charge nurse. I also serve on the case management practice council. My leadership roles included Operations Manager and Administrative Director over multi-institutional facilities. Active member CMSA, CMSNE, ACMA, SVN, Sigma Theta Tau

**Specialty Areas:** Inpatient Acute Care Case Management level 1 academic medical facility.

**Past Offices held or Committee Participation in**

**CMSNE:** Massachusetts Extension Chair

**Participation in other Professional Organizations:**

Society for Vascular Nursing (SVN) Board of Director member for 2 terms, current treasurer. Also an active member of CMSA, CMSNE, ACMA, Sigma Theta Tau

**Election Statement:** I hope to continue to share and expand my knowledge in case management through educational opportunities within CMSA and CMSNE with plans for certification.



**Name:** Evelin Viera, MSN, RN, CCM

**Current Job Title:** SCO, Manager of Care Management

**Company:** WellSense Health Plan

**Number of years practicing Case Management:** 13 years, Nurse for 29 years

**Credentials:** MSN, RN, CCM

**Professional Background:** I have been working in value-based care contracts for the past 11 years. I have worked with nonprofit Medicare and Medicaid accountable care organization, as well as Senior Care Options contracts doing direct patient case management for 7 years before assuming both manager and director roles. I have also worked with alternative quality contracts and private insurances. My experience is across the lifespan working with both children and older adults helping to coordinate care from various settings, including the community, acute care, and health plan settings. I have been CCM since 2020. Additionally, I teach adjunct for a local community college nursing program.

**Specialty Areas:** Value Based Care-Care Management

**Past Offices held or Committee Participation in CMSNE:**

2024 Caring for Frail Elders Conference Committee, 2025

April Spring Conference Committee, 2025 Membership

Engagement Committee, 2024-25 CMSNE Director at Large

**Participation in other Professional Organizations:**

Asthma Regional Council - Co-chair 2007-2011.

**Election Statement:** I hope to be considered for the MA-Extension Co-Chair position. I am a champion of the case management profession and would love to continue to bring awareness to new members on the importance and value of being part of a professional case management organization

for their professional identity and growth. As a minority, I also hope to bring DEI to the leadership board membership

### Candidate for RI Extension Co-Chair:



**Name:** Vanny Nhem-Raphael, RN, CCM (candidate for re-election)

**Current Job Title:** Case Manager/Weekend Manager

**Company:** Providence Community Health Center, VNA of Care New England

**Number of years practicing Case Management:** 20

**Credentials:** RN, CCM

**Professional:** I worked eight years at Beacon Hospice as a nurse case manager, eight years at Neighborhood Health Plan of RI, two years at Tufts Health Plan and my current job 2 years at Providence Community Health Center

**Specialty Areas:** Hospice, Home Care, Medicaid

**Past Offices held or Committee Participation in CMSNE:** Extension Chair for RI

**Participation in other Professional Organizations:** I am a board member for Rotary of East Providence/Seekonk MA, also on the board of RI Minority Elder Task Force and board member for Center for Southeast Asian. I am a cohort of Leadership RI class of 2022 and Women's Policy Institute class of 2024 **Election Statement:** I would like to be considered for this position not only to share my experiences but to also learn from others.

### Candidates for NH Extension Co-Chairs:



**Name:** Ellen Rearick, PhD, RN, CCM

**Current Job Title:** Department Chair and Associate Professor of Nursing

**Company:** Framingham State University

**Number of years practicing Case Management:** 25

**Credentials:** RN, CCM

**Professional Background:** I have been a registered nurse for over 36 years. For the first 20 years, I practiced primarily in a variety of community settings. My practice has included skilled home care and elder services. I have also provided professional care and case management for individuals with developmental disabilities and adolescents and young adults

with special healthcare needs. I have been a Certified Case Manager since 2004. Since 2006 I have been a full-time faculty member at universities and colleges in Massachusetts and Southern California. In 2020 I developed a Graduate Certificate in Nursing Case Management Program at Framingham State University. The certificate provides students with the essential knowledge, skills, and attitudes to be effective case managers. Completion of this program will enable the student to successfully implement case management practices including care coordination and transition in a variety of healthcare settings.

**Specialty Areas:** Professional care and case management for individuals with developmental disabilities and adolescents and young adults with special healthcare needs. Nursing Education.

**Past Offices held or Committee Participation in CMSNE:** Director-at-Large on the Board, CMSNE Scholarship CMOY/AOSE Committee and member of the 2025 Spring Conference Committee.

**Participation in other Professional Organizations:** New Hampshire Nurses Association, Case Management Society of America (2022-Present: National Education Committee), American Nurses Association, Massachusetts/Rhode Island League for Nursing (Scholarship Committee), Sigma International Honor Society of Nursing, The Commission for Case Manager Certification (Item Writer for Certification Examination 2014-2017)

**Election Statement:** I have been an RN for over 35 years and a Certified Case Manager since 2004. My practice included skilled home care and elder services. I provided professional care and case management for individuals with developmental disabilities and adolescents and young adults with special healthcare needs. As a faculty member at Framingham State University, I developed and currently teach in our Certificate in Nursing Case Management and MSN with a concentration in Nursing Case Management programs. These programs help grow our community of case managers. I am a CMSNE member, serving on the Board as a Director-at-Large and on the Scholarship, CMOY/AOSE Committee. I would be honored to continue to serve on the CMSNE Board, continue to support our mission to promote the growth and value of the practice of case management, and support the evolving needs of case management professionals. As I tell anyone who will listen "Everyone deserves a case manager!"



**Name:** Audrey Sefakis, RN, BSN, CCM

**Current Job Title:** VP Medical and BH Care Management

**Company:** Point32Health

**Number of years practicing Case Management:** 27

**Credentials:** RN, BSN, CCM

**Professional Background:** I have experience in home care/hospice, hospital, high-risk physician, post-acute, and insurance case management. I have also performed managed care contracting. Key skills include strategic planning, budget administration, member satisfaction, medical trend analysis, mentoring, training, project management

**Specialty Areas:** UM, CM, Medicare Advantage, Duals, Medicaid, Commercial Insurance—NCQA and CMS

**Past Offices held or Committee Participation in**

**CMSNE:** Membership Engagement Committee, Annual Conference Committee, Board Member, Program Committee

**Participation in other Professional Organizations:**

CMSA, Population Health Alliance: Quality and Research Committee member 2019-2020

**Election Statement:** I have recently moved to NH from MA and am looking for an opportunity to learn and network in my new geographic area. I bring years of CM and leadership experience, as well as having participated in many CMSNE committees in the past. I have also been a previous board member. I always give a minimum of 100% and look forward to the opportunity to serve the CMSNE membership in this capacity. Thank you very much for the opportunity to serve the CMSNE membership

### Candidates for Director at Large:



**Name:** Amy Chartier

**Current Job Title:** Nurse Case Manager

**Company:** Cambridge Health Alliance

**Number of years practicing Case Management:** 12

**Credentials:** MSN, RN, CMGT-BC

**Professional Background:** I have been a professional nurse case manager for 12 years, with experience in acute care including ICU, behavioral health, med/surg, pediatrics, emergency room and maternity. I received my certification in case management from ANCC in 2016 and am preparing for both quality and CCM certification exams this fall. My roles within case management have varied from leadership to case management educator. I have four years' experience in appeals and denials, as well as 12 years' experience in utilization review using InterQual. While in my role as case management educator, I revised orientation programs for both acute care case management and hospital at home case management.

**Specialty Areas:** My specialty areas for case management are acute care and education.

**Past Offices held or Committee Participation in**

**CMSNE:** I am a member of CMSNE and an active

member of the CMSNE Public Policy Committee. I have been a CMSNE scholarship recipient and have functioned as liaison to the CMSA Public Policy Committee. I have co-authored an article and submitted posters on behalf of the CMSNE Public Policy Committee. I am an active member of the CMSA education committee, assisting in choosing annual conference material.

**Participation in other Professional Organizations:** I am an item writer for the ANCC Case Management certification exam, I am a member of ACMA, ANA, and ABQAURP

**Election Statement:** My dedication to this nursing specialty has grown since first assuming the role in 2013. If elected Director, I will ensure that CMSNE continues to provide relevant and current education to all members. My opinion of professional case management being the most significant part of a patient's care across the continuum will be evident in all that I do. The role of the professional case manager is detrimental to a patient's care across the continuum.



**Name:** Mary McNulty, RN, MSN, CCM, ACM-RM

**Current Job Title:** Senior Director, Care Management

**Company:** Maine Medical Center

**Number of years practicing Case Management:** 30+

**Credentials:** RN, MSN, CCM, ACM-RM

**Professional Background:** 30+ years of experience in various Case Management settings including catastrophic CM in the insurance setting, Home Care, Public Health, and acute inpatient with 20 of the 30 years in progressive leadership positions. Additionally, I had a military affiliation so practiced in a variety of geographic settings urban and rural areas around the country.

**Specialty Areas:** Acute Inpatient

**Participation in other Professional Organizations:**

Member of CMSA/CMSNE and ACMA

**Election Statement:** There are many forces creating discord in health care currently. Case Managers have significant opportunity to influence positive change to affect patient outcomes. I'm interested in being part of the solution to these challenges to reflect the significant impact of professional case managers on patient as well as industry outcomes.