

## Stephen Lung

### Post-Retirement Volunteer Service

**2021 - Present      Policy Advisory Board for Executive Office of Aging (PABEA)**

Appointed to serve a four-year term on PABEA in support of its mission to protect and enhance the welfare of kupuna within the state of Hawaii. Meet monthly with the Director of the Executive Office of Aging, and the heads of the Aging and Disability Resource Centers for Honolulu County, and the Counties of Hawaii, Maui, and Kauai to be updated on government activities related to seniors. Also serve on the PABEA Plans and Policy Review subcommittee.

**2018 - Present      State Health Insurance Assistance Program (SHIP)**

Serve as a volunteer counselor on a weekly basis to educate and assist seniors to better understand Medicare coverage and benefits. Also make presentations (on-line and in-person) to groups to about Medicare on at least a monthly basis, and help with staffing exhibits at fairs and public events to outreach to seniors about SHIP.

**2018 - Present      Hawaii Meals on Wheels**

Serve as a volunteer delivering meals to seniors once a week.

### Work History

**2016 - 2018      Vice President of Network Management (Hawaii), United Healthcare**

Responsible for contracting, servicing, and managing relationships with health care providers supporting United Healthcare's community plans (QUEST and Medicare Dual Special Needs Plans).

**2014 - 2016      Director, Network Development and Administration, HMSA**

Responsible for monitoring the adequacy of provider networks, identifying areas of need and carrying out provider recruitment activities. Oversaw physician relations activities.

**2009 - 2013      Director, Provider Relations and Advocacy, HMSA**

Oversaw relationships with physician organizations in support of HMSA initiatives such as the Patient-Centered Medical Home model and Pay-for-Quality program.

**2000 - 2009      Director, Provider Relations and Contracting, HMSA**

Oversaw field servicing and contracting with all health care providers for all HMSA lines of business, and development of positive working relationships with providers.

**1995 - 2000                    Director, Provider Services, HMSA**

Oversaw field servicing and provider contracting with Oahu health care providers. Also directed provider communications and teleservicing operations.

**1993 - 1995                    Director, Professional Affairs, HMSA**

Oversaw field servicing and provider contracting in support of HMSA PPO medical plans. Also directed provider communications, teleservicing, and provider data maintenance operations.

**1990 - 1992                    Manager, Professional Affairs, HMSA**

**1989 - 1990                    Administrative Assistant, HMSA**

**1983 - 1989                    Hawaii Operations Manager, Deseret Mutual**

Managed provider contracting and servicing, employer and customer servicing, and claims processing in Hawaii for a Mainland-based benefits administrator.

**1981 - 1983                    Hawaii Service Representative, Deseret Mutual**

Serviced health care providers, employers, and customers in Hawaii.

**Church Activities**

Active member of the Church of Jesus Christ of Latter-Day Saints. Have served as a Bishop over a congregation in Honolulu and held a wide variety of leadership positions locally within the Church. Currently serving as 1st Counselor in the Presidency of the Young Single Adults Branch serving single adults from 18-30 in the Honolulu area.

**Professional Activities**

President of Hawaii Chapter of Health Care Financial Management Association, 2003-2004.

**Education**

Bachelor's in Business Administration, University of Hawaii at Manoa.

Completed postgraduate coursework at the University of Hawaii School of Public Health.

**Interests**

Backpacking  
Walking historic neighborhoods  
U.S. History  
Collecting American Indian arts and crafts  
Gathering family history information