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**FOR IMMEDIATE RELEASE**

**March 11, 2015**

**HEALTH PLAN OF SAN JOAQUIN (HPSJ)  
APPOINTS NEW CUSTOMER SERVICE DIRECTOR**

(French Camp, CA) – Health Plan of San Joaquin (HPSJ) today announced that, after a nationwide search, Mike McCarns has been appointed as Director of Customer Service, effective March 2, 2015. McCarns has over 20 years of healthcare-related call center and customer service management experience.

McCarns, who is relocating to the Central Valley and HPSJ's headquarters near Stockton, previously was Executive Director at Cognosante (Nashville, Tennessee) where he managed the overall performance of a large scale, multi-channel, healthcare-related contact center. Prior to Cognosante, his experiences included over five years as Program Director of Customer Service at ICF International in Virginia, where he managed both inbound and outbound call centers with over 900 agents. McCarns began his career on the healthcare side, graduating from Chemeketa Community College (Oregon) as an Emergency Medical Technology/Technician (EMT Paramedic).

“Mike has had an extensive customer focused career having managed several large customer contact centers,” said HPSJ chief executive officer Amy Y. Shin. “Even more, we are impressed with his focus on providing premier customer service through our premier customer service representatives. He’s not only experienced and accomplished, but also he is genuinely enthusiastic about the mission we share – providing our members with a fantastic customer experience.”

HPSJ, a not-for-profit health plan, has been serving members and the community since 1996. Located in the heart of California’s multicultural Central Valley, HPSJ is the leading Medi-Cal Managed Care provider in San Joaquin and Stanislaus counties. HPSJ offers a broad network of

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providers and works closely with physicians to develop programs and services to ensure quality health care for almost 300,000 members. With a staff of close to 300 employees in multiple regional sites, HPSJ strives to improve healthcare delivery for underserved families and individuals.

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**Photo:** Mike McCarns, HPSJ Director of Customer Service (photo credit: Health Plan of San Joaquin, January 2015)

**High Res Photo available** for download at:

<http://www.hpsj.com/wp-content/uploads/2015/03/Mike-McCarnsHR.zip>

**Low Res Photo available** for download at:

<http://www.hpsj.com/wp-content/uploads/2015/03/Mike-McCarnsLR.jpg>

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