



NEW YORK STATE SENATOR

Kevin S. Parker

## Gail L. Smith

KEVIN S. PARKER April 27, 2018

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*Women of*  
**DISTINCTION**  
HONORING WOMEN IN NEW YORK

***Gail L. Smith***

Gail L. Smith is Chief Customer Officer (CCO) for MetroPlus Health Plan, a wholly owned subsidiary of the New York City Health + Hospitals (H+H). As CCO, Mrs. Smith oversees the Customer Services Division, which includes Call Center Operations, Business Operations, Enrollment & Membership, Training & Audits, Intergovernmental Relations and Facilities Operations.

Mrs. Smith first entered public health care as Director of Managed Care for Kings County Hospital Center at a time when managed care was a relatively new concept. She

joined MetroPlus in 1997 as Director of Customer Services and Network Development. At that time, MetroPlus had approximately 40,000 members; today it has over one-half million. In her current role at MetroPlus, Mrs. Smith manages a staff of approximately 275 employees. She works diligently with her staff to foster relationships with members, prospective members, providers, community based organizations, community advocates, and state and local officials to provide access to quality healthcare for the low-income eligible, underserved, and mainstream populations of New York City.

Mrs. Smith's passion for helping others extends outside her work at MetroPlus. She is a community activist whose extracurricular activities include working as an executive board member on Community Board 14 in Brooklyn and as Co-chair of the Education, Libraries and Cultural Affairs Committee. Mrs. Smith also sits on the Perkins Local Advisory Board at Kingsborough Community College and on the Junior League of Brooklyn Community Advisory Committee. In 2009, she was appointed by the Governor to the Medicaid Managed Care Advisory Review Panel (MMCARP), and is Past President of the 1801 Dorchester Road Tenants' Association, where she served for 25 years.

Mrs. Smith resides in the Ditmas Park section of Brooklyn.