

CT Intern Academy 2012
Speaker questions – Vicki Veltri
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www.ct.gov/oha

1. What do you look for in a resume?
 - a. Something that pops from the resume that signals passion
 - b. Active/exciting language
 - c. Organized yet unusual presentation, tailored to job opening
 - d. NO typos
2. What classes do you recommend for students interested in your field? What skills are important to develop? (Writing, fiscal analysis, public speaking, etc.)
 - a. Health insurance 101—understanding managed care
 - b. Health insurance and health policy—how they affect each other
 - c. Analytical writing/reading
 - d. Legislative policy and state budgeting
 - e. Public speaking
 - f. Compassion – public service internship is a plus in developing empathy
3. What keeps you motivated in your job day-to-day?
 - a. Belief that everyone has a fundamental right to healthcare
 - b. Belief in persuading people that we have a duty to our each other
 - c. Making a difference in individual consumer’s lives
 - d. Feeling empowered to use our experiences to change the system
4. What was your career and educational path to your current position?
 - a. Unusual—Chemistry major in college. Was a chemist for years. Switched to environmental investigational work, after attending law school at night, at a large insurer. Had an epiphany personally and professionally that drove me to public interest law—needing to give back. I took a job at Greater Hartford Legal Aid and started working in health policy. Eight years later I moved to OHA as the general counsel to broaden my health policy work. Then I took charge of the agency.
5. What risks did you take?
 - a. I quit my comfortable job at a large insurance company to go to NYC to pursue a graduate law degree in public interest to switch my career path and try to find public interest job
 - b. I jumped from a respected position in legal services to OHA six years ago to take on a new challenge—becoming the first lawyer for OHA
 - c. I take risks every day in stating what I believe is the best path for CT consumers. My opinion is, at times, at odds with the administration
6. What terms and acronyms do people need to know?
 - a. MCO, UM, ASO, TPA, fully-insured, self-funded, mental health parity....
 - b. Too many to list—check out our glossary
<http://www.ct.gov/oha/cwp/view.asp?Q=461224&A=3853>
7. What sources of info do you check regularly? In no particular order:
 - a. All state political news resources
 - b. Kaiser
 - c. National Health Law Program
 - d. American Health Lawyers Association
 - e. Modern Healthcare

- f. Fierce Healthcare
 - g. Healthcare.gov
 - h. RWJ
 - i. State organization websites and blogs
8. What's your best advice to students? What to do and what not to worry about
- a. Believe in your passion, and act on it
 - b. Don't give up on your dreams—they may evolve over time, and that's OK
 - c. Maintain your composure, even in the face of someone who dislikes you and your ideas—you will earn respect and support
 - d. Listen, listen, listen
 - e. Learn from people with whom you don't agree
 - f. Find internships—ask organizations to let you intern. Most people learn best by doing
 - g. Don't worry about setbacks. Life is bigger than one or two bad moments.
 - h. Worry about making a difference—do your best to keep the big picture in mind