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Ms. Lovelace is currently the Case Management (CM) Nurse Consultant in the Population Health, Medical Management and Patient Centered Medical Home (PHMM & PCMH) Division with the Office of the Chief Medical Officer (OCMO), TRICARE Management Activity (TMA). Her experience includes academic, clinical and leadership positions spanning the civilian, military and Veterans Administration (VA) health care sectors. After many years in the behavioral/mental health setting, she spent 15 ½ years at the Fort Lee, VA MEDDAC as the Medical Management Nurse Consultant. After completing her Master's program in Nursing Case Management, she worked as the Operation Enduring Freedom/Operation Iraqi Freedom Registered Nurse Case Manager at the VA Hospital in Richmond, VA. She served as the Chairman for the annual Department of Defense (DoD)/VA CM Conference planning committee from 2008-2010. She is currently a member of the National CM Society of America (CMSA) and Central Virginia Chapter (CVC). She has served on several national CMSA committees and is a Past President for the CVC CMSA. In 2010, she received the national CMSA Award of Service Excellence. Ms. Lovelace is an American Nurses Credentialing Center (ANCC) Certified Case Manager, published author and speaker for local and national CM conferences. As the CM Nurse Consultant in the PHMM & PCMH Division, she serves as the subject matter expert for TMA CM initiatives and inquires. As a long term civilian federal employee, Ms Lovelace is committed to improving CM services to our country's Service members, Veterans and their families.