

SUMMARY

Senior healthcare administration leader with 15+ years' experience specializing in national payor and provider network relationship management, contract negotiation, organizational strategic performance, innovation, transformation, implementation, and revenue optimization initiatives. Collaborative business development lead with deep understanding of industry best practices. Keen ability to clearly articulate mission and deliver on go-to-market objectives. Value-based care and payment reform SME, highly skilled in accountable care initiatives and products.

University of Central Florida

August 2013 - Present

School of Global Health Management & Informatics, College of Community Innovation & Education

Adjunct Instructor / Graduate Faculty Scholar

Teaches undergraduate and graduate Health Services Administration courses in a semester-based format. Delivers and manages course materials using online university learning management system and virtual tools (Canvas, Webcourses). Plans and organizes instruction. Uses proven methods of engagement to facilitate higher order thinking and mastery of content. Evaluates student learning by applying course competencies.

University of South Florida

March 2023 – March 2024

Muma College of Business – Design Thinking Program

Executive Program Advisor

Strategically reviewed executive education course in design thinking; offering expert guidance to faculty and students, helping ensure relevance and providing feedback related to approaches, methodology, environments, collaboration, real-life scenarios, and visualizations. USF's design thinking program exists to train and develop ideation and synthesis skills and give insights to help move initiatives forward within organizations; focusing on innovative thinking as a means of designing products and services to meet real human needs.

Enlace Health

April 2024 – Present

Vice President, Product

Charged with design and execution of the end-to-end enterprise product, platform, and services suite. Oversees and leads the refinement of the multi-year innovative strategic roadmap. Drives the direction and execution of activities, collateral, development, sales, and stakeholder voice. Leads a multi-disciplinary team who establishes a proactive market and customer engagement program, delivers major releases, and continuously improves the experience and customer satisfaction to ensure optimal performance, market penetration, revenue growth, and margin attainment.

ValueHealth

April 2022 – March 2024

Vice President, Payor Channel

Responsible for establishing, fostering, and maintaining executive-level relationships with managed care and commercial payors; building collaboration and engagement. Advanced ValueHealth's value-based payment strategy in surgical care, successfully positioning the network and value-based service offerings. Supported payor modeling and contracting, implementation, operations, and other business units to achieve growth and profitability objectives.

Public Consulting Group

June 2021 – September 2022

Senior Advisor, Healthcare Payment Transformation

Dedicated national resource, leveraging policy, financial and subject matter expertise in cost-effectiveness, quality maximization and provider reimbursement methods to develop, implement and advance alternative payment models (APMs). Guided the team in developing meaningful relationships and service offerings to support clients such as Medicaid agencies, state employee health plans, and provider groups in navigating the shift to various APMs. Played a lead role in expanding the practice area's payment transformation product line revenue.

LIBERTY Dental Plan

August 2018 – June 2021

Director, National Provider Performance & Value-Based Care Programs

National director charged with leading strategic planning, program management, and implementation support for key organizational initiatives. Ensured program policy and procedures were appropriately aligned across the company's multiple lines of business and consistent with applicable state and federal regulations as well as appropriate health plan and industry standards. Ownership of special projects such as value-based purchasing, care coordination, performance dashboards and other strategic engagement initiatives. Worked with stakeholders to create, implement, and lead value-based dental care program across the enterprise, spanning 800+ providers in 5 states for nearly 1 million child Medicaid members.

Aledade

November 2017 - July 2018

Executive Director, Florida Accountable Care Organization (ACO)

March 2018 - July 2018

Manager, Payor Network

November 2017 - March 2018

Developed, administered, and executed strategic plan and related market operations to successfully achieve Medicare Shared Savings Plan (MSSP) ACO cost and quality objectives as well as payer and provider relationship goals in applicable performance years, maintaining organizational vision. Established and facilitated ACO board governance, meetings, and deliverables. Provided ongoing ACO planning, support, communications, conflict resolution, and compliance. Led multidisciplinary field team of Medical Director, Practice Transformation Specialist, Network Development Lead and Care Manager while building and maintaining relationships with external stakeholders such as vendors, peer groups, associations and prospective payer and provider partners.

WellCare Health Plans, Inc.

National Contracting Manager

Senior / Network Management Representative

March 2014 - November 2017

March 2016 - November 2017

March 2014 - March 2016

Developed and managed national contracting for enterprise-wide, multi-market provider and ancillary contracts and expansion areas for Medicare and Medicaid. Led contract lifecycle from the identification of providers through a Request for Proposal (RFP) process that included multiple departmental and market participation efforts. Analyzed and vetted specific modeling associated with the value of potential contracts. Oversaw the implementation of all operational aspects of ancillary contracting, worth \$500 million annually, including the following: network development, provider loading, vendor setup, service level agreements, quality reporting and directory accuracy. Led configuration processes to ensure savings and profitability were realized in an expedited manner. Organized and focused resources on successful execution of identified strategies. Negotiated sophisticated rate and complex language provisions. Supported the development of company strategies through coordination amongst medical management, sales, delegation oversight, product, quality, customer service, legal, economics and market leadership.

UnitedHealthcare

Network Account Manager

November 2012 - March 2014

Maitland Family Practice

Office Manager

February 2012 - November 2012

EDUCATION

CareJourney

Value-Based Care Analytics and Provider Data Certificates

Western Governor's University

Value-Based Care Certificate

Walden University

Doctor of Healthcare Administration (DHA)

University of Central Florida

Master of Science in Health Sciences, Health Services Administration track (MHA)

Bachelor of Science in Health Services Administration

AFFILIATIONS/MEMBERSHIPS/OTHER

- Fellow of the American College of Healthcare Executives
- Executive Fellow of the American College of Health Data Management
- Founding Member of *Orlando Women for Good*
- Membership in Healthcare Value Analysis Professionals, Health Care Financial Management Association, Health Care Compliance Association, Florida Association of Accountable Care Organizations
- Advanced working knowledge of:
 - Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, SharePoint, OneNote, OneDrive, Teams)
 - Google Suite (GMail, Calendar, Docs, Sheets, Slides, Shared Drive, Hangouts, Duo, Google+)
 - Virtual Meeting Tools (WebEx, BlueJeans, UberConference, GoToMeeting, Zoom, Meet, JoinMe)
 - Instant and Voice Messaging Capabilities (Slack, Skype, Jabber, Lync, DialPad, RingCentral)
 - Contract Management/Credentialing Systems (Emptoris, ContractLogix, CACTUS)
 - Business Intelligence Tools (Tableau, PowerBI)
 - Implementation/Claims Systems (FACETS, EMMA, Cognos, OmniFlow, NetSuite, HSP, MediTrac)
 - Sales/Customer Resource Management Systems (Salesforce, ZOHO, ZenDesk, PPM)
 - Price Transparency Tools

PUBLICATIONS

The Relationship Between Quality Score, Generated Savings/Losses and Assigned Beneficiaries Among 2018 MSSP ACOs - 2021

<https://scholarworks.waldenu.edu/cgi/viewcontent.cgi?article=11756&context=dissertations>