

## JEFFERY M SMITH, MBA

### Summary:

15 year veteran of Health care business with 10 years of medical practice management with special expertise in contracting, budgeting, managed care and risk process and 5 years in provider network management. MBA with honors, concentrating in Health Care Studies Experience in both payor and provider side working with practices from both inside and outside. Experience in private and academic medical practice.

### Accomplishments:

- Managed single specialty and multispecialty practices including OB-GYN, GYN-Oncology, Endocrinology, Rheumatology, Internal Medicine, Chiropractic and Alternative Medicine, Orthopedic and Gastroenterology practices.
- Developed and implemented accountable charting for risk management and auditing.
- Cost savings of \$25,000/year on malpractice premiums.
- Enhanced revenue streams potentially \$44,000 with no equipment outlay.
- Developed and implemented policy and procedure handbook for practices.
- Managed operating budget from 2 Million to 6.5 Million dollars.
- Established PQRI items and processes for reporting.
- ICD-9 and CPT – 4 Coding Experience.
- Project Management Experience
- Negotiated and Contracted Physician Hospital Organization (PHO) in Hartford, CT (to include hospital, and 60 practices of all specialties for Medicare Advantage products.
- Negotiated and contracted five hospitals for Medicare Advantage and Managed Medicaid products.
- Negotiated and contracted Faculty Practice Plan for Managed Medicaid product.
- Negotiated and contracted Credentialing Delegation Agreement
- Established Joint Operating Committee (JOC) meetings with hospitals, PHO, and large group practices
- Responsible for gain share distribution to Primary Care Physician (PCP) groups for Medicare Advantage products, inclusive of analysis to aid in increasing gain share allotment.
- Negotiated and contracted physician (PCP and specialists) agreements, midlevel and ancillary provider agreements for Medicare Advantage and Managed Medicaid products.
- Developed provider reimbursement methodologies for Medicaid and Medicare products.
- Responsible for analysis and work up of financial settlements to physicians and hospitals under risk model contract.
- Developed, set up and delivered presentations to providers on products, contracting and successfully fulfilling requirements to participate in gain share model.

### Professional Experience:

#### BRISTOL GASTROENTEROLOGY ASSOCIATES, P.C.

9/09 – 12/10

- *Practice Administrator*
- 5 Physicians, 1 PA, 1 APRN, 9 staff (front desk and medical assistants).
- Responsible for day-to-day and strategic operations, financials, account payables and receivables. Manage outsourced billing.
- Cost controls/reduction, managed care contracting, credentialing of providers, Budgeting, policies and procedures.
- Researching and once chosen, implementation of electronic medical records system.
- Human Resources
- Compliance/HIPAA
- Marketing
- Patient Relations
- 2 locations plus 2 Procedure locations

#### NELSON AMBULANCE, North Haven, CT

8/07 – 08/09

- *Emergency Medical Dispatcher, Telecommunicator, EMT*

#### GREATER HARTFORD ORTHOPEDIC GROUP, Hartford, CT

1/08-7/08

- *Billing Manager*

- ICD-9 and CPT-4 Coding of Encounter Forms. Responsible for Billing out \$950K in charges per month. Responsible for follow up with payors for charges not paid. Maintained active communication with physicians, mid-level providers, and practice administrator of coding issues, coding changes, and ways in which to maximize receivables. 3 Coder/Billers/Posters, 1 Collections Specialist.

## WELLCAREOF CONNECTICUT, INC., North Haven, CT

10/04-11/06

- *Senior Network Development Specialist*
- Contract Hospitals, Skilled Nursing Facilities, DME, Home Health, Ancillary Agencies, Physicians (PCPs and Specialists) and Allied Providers for participation in a Managed Medicare and Managed Medicaid Network in Connecticut.
- Cultivated, managed and maintained relationships with various internal/external customers. Serviced providers for claims issues, product benefits, financial arrangements, settlements, orientations, consulting with all levels of staffing.
- Negotiated contract language and rates for institutions and providers.
- Consulted internally with legal, operations, utilization management, customer service, credentialing, marketing and sales, and configuration for provider set-up in claims system.
- Helped build network and operationalized introduction of Medicare Advantage plans into Connecticut for the company.
- Assisted in development of provider reimbursement models/strategies involving provider risk sharing for Medicare Advantage product.
- Developed and participated in presentations to existing and prospective customers.

## ANTHEM BLUE CROSS AND BLUE SHIELD OF CT, North Haven, CT

12/01-10/04

- *Senior Health Care Consultant*
- BlueCare Family Plan (Managed Medicaid Program for the State of Connecticut). Provider Network, contracting with hospitals and physicians and mid-level providers to participate in BlueCare Family Plan Network. Ad hoc reporting using specialty software to analyze trends, financial settlements with risk contracted hospitals. Develop and maintain network with professional providers of all specialties (specializing in hospital providers and primary care providers), hospitals, clinics, and behavioral health providers. Chairman of BCFP Actuary Committee, member of Medicaid Steering Committee .

## CONNECTICUT MULTISPECIALTY GROUP PC, Hartford, CT

3/01 –12/01

- *Senior Practice Manager*
- Division of Endocrinology (inclusive with thyroid ultrasound) (3 MD's, 1 APRN), Division of Rheumatology (inclusive with x-rays))2 MDs, Division of Clinical Trials (1 PhD), Site Manager (overseeing other divisions within the building including Oncology, Infectious Disease and my practices). Directly responsible to practice physicians and central billing office for cost control, scheduling, supervision, direction and utilization of supportive staff, hiring and termination. Budgeting, monitor and develop policies and procedures, programs, maintaining qualified and competent personnel, supplies, and equipment to ensure a high degree of patient care and services. Coordinate between CBO, offices, hospital, and third party payors to ensure overall success of the divisions under my management. Develop new revenue streams within the scope of practice for my specialties.

## KIZMET'S KEEPSAKES, North Haven, CT

6/00-3/01

- *Business Consultant*

CENTER FOR THE HEALING ARTS, PC, Orange, CT	4/99 -5/00
<ul style="list-style-type: none"> <li>• <i>Practice Administrator</i></li> <li>• Directly responsible to the physician owner, have the responsibility for overall direction, utilization, supervision, and instruction of professional and supportive staff. Responsible for the development, implementation and monitoring of all policies and procedures, programs, maintaining adequately qualified and competent personnel, supplies and equipment to ensure a high degree of quality patient care and services. Coordinate and facilitate between physicians, staff, vendors, and patients regarding any questions pertaining to the practice, billing, payables, or schedules. Manage four physicians, one chiropractor, one naturopath, four nutritionists, office manager, nurse, two medical assistants, one allergy technician, and five staff members</li> </ul>	
OB-GYN GROUP OF MANCHESTER, PC, Manchester, CT	7/97 -3/99
<ul style="list-style-type: none"> <li>• <i>Practice Administrator</i></li> <li>• Directly responsible to the physician partners, have the responsibility for overall direction, utilization, supervision, and instruction of professional and supportive staff. Responsible for the development, implementation and monitoring of all policies and procedures, programs, maintaining adequately qualified and competent personnel, supplies and equipment to ensure a high degree of quality patient care and services. Coordinate and facilitate between physicians, staff, vendors, insurance companies, and patients regarding any questions pertaining to the practice, billing, or schedules. Manage five physicians, two nurse practitioners, office manager, nurse manager, triage manager, four nurses, one medical assistant, and twelve staff members.</li> </ul>	
YALE UNIVERSITY SCHOOL OF MEDICINE, DEPT OB-GYN, New Haven, CT	5/95 -7/97
<ul style="list-style-type: none"> <li>• <i>Section Manager, GYN Oncology</i></li> <li>• Manage and direct the administrative/academic and clinical areas in their daily operations. Work closely with the Section Chief and Clinic Chief to promote the future of the section, problem-solve, troubleshoot, and implement new policies and procedures. Devise new and improve existing systems to ensure the effectiveness, productiveness, and efficiency of the section. Coordinate and facilitate between department business office, chairman's office, physicians, staff, insurance companies, and patients regarding any questions pertaining to the section, billing, or schedules. Manage five faculty physicians, three fellowship physicians, eight staff members, and three nurses. Enroll physicians in managed care programs in which the Faculty Practice Plan participates; negotiate with non-participating managed care programs for fee.</li> </ul>	
BERLEX LABORATORIES, INC, Fairfield County	4/91-3/95
<ul style="list-style-type: none"> <li>• <i>Territory Manager</i></li> </ul>	
COMPUTER TELEPHONE CORPORATION, Springfield, MA	5/90- 3/91
<ul style="list-style-type: none"> <li>• <i>Sales Representative</i></li> </ul>	
OMNIFLIGHT HELICOPTERS, INC, Norfolk, VA	6/86 – 3/90
<ul style="list-style-type: none"> <li>• <i>EMS Pilot in Command, Air Ambulance, Instructor</i></li> </ul>	
4460 <sup>th</sup> HELICOPTER SQUADRON, USAF, Indian Springs AFAF, NV	9/81 – 2/86
<ul style="list-style-type: none"> <li>• <i>Aircraft/Mission Commander</i></li> </ul>	

**Licensure:** EMT-B – National Registry and State of Connecticut  
 EMD – National Academy  
 CPR – Healthcare Provider

**Education:**

SACRED HEART UNIVERSITY, Fairfield, CT

9/94 - 6/99

- Masters in Business Administration (MBA)
- MBA Graduate with Honors with Health Care Studies Concentration

DARTMOUTH COLLEGE, Hanover, NH

9/77 – 6/81

- Bachelor of Arts Degree (BA)
- BA Degree in Psychology/Health Care Studies

**ProfessionalOrganizations**

Medical Group Management Association (MGMA), Connecticut Group Management Association (CMGMA), American Gastroenterology Association (AGA)