



## Board Member Nomination & Application

Board: Salt Lake County Aging and Adult Services Council Date: June 27, 2019

Nominated By (if applicable): \_\_\_\_\_

Applicant Name Tracy Altman

Home Address: \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Work Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Would applicant prefer work or home phone/address used as mailing address? Work

Salt Lake County Council District #: Arlyn Bradshaw

(To find the district you live in go to <http://vote.utah.gov/elected-officials/>, enter your address and zip code, then click on **Find**. The results will produce a map with a **red diamond** at your home location. Click on the diamond and wait for a text box to appear containing your elected officials. Scroll down until you see the **fourth** County Council representative (not "At-Large") and list that name above.)

I prefer that my personal contact information remain private and protected Yes ☐ No ☒

Unique qualifications and/or perspectives you would bring to a Board or Commission: \_\_\_\_\_  
I am the Senior Manager over Medicaid Programs for the University of Utah Health Plans, and have also been the manager of government programs for the University of Utah Health plans, overseeing Medicare and Medicaid. I have worked in health care in Utah and surrounding states for about 30 years. I have strong experience in both Medicare and Medicaid programs. I have a passion working with seniors and am very excited about participating in this role!

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## Board Member Nomination & Application

Applicant Name Tracy Altman

Are you a current member of another county board? Yes ☐ No ☒

If yes, board/commission \_\_\_\_\_

Have you ever been a member of a board or commission in the county? Yes ☐ No ☒

If yes, board/commission \_\_\_\_\_ Dates: \_\_\_\_\_

Are you or any member of your immediate family a county employee? Yes ☐ No ☒

If yes, explain \_\_\_\_\_

Have you ever been convicted of a felony? Yes ☐ No ☒

If yes, explain \_\_\_\_\_

### Demographics (optional)

The information on this section is for statistical purposes and is confidential.

Gender

[REDACTED]

Age Range

[REDACTED]

Race/Ethnicity (please check all that apply)

☒ American Indian/Alaska Native

☒ Black/African American

☒ White/Caucasian

☐ Asian/Pacific Islander

☐ Hispanic/Latino

☐ Other (please specify)

Represent a special community? \_\_\_\_\_

***Forward this application and nomination to the contact below with a resume:***

**Susan Hoepfner**

**Board Coordinator**

**2001 S. State Street, #S1-600**

**Salt Lake City, Utah 84190**

**Phone: (385) 468-3191**

**Fax: (385) 468-3186**

**Email: shoepfner@slco.org**

# Tracy Altman, M.H.Ed.

## SKILLS & ABILITIES, 10+ YEARS' EXPERIENCE

- Expertise and Working Knowledge of the health care community and health systems in Utah, Idaho, Montana, Wyoming, Colorado, Nevada, and Arizona
- Strong Provider, Facility, Network, Government and Community Relations
- Successful Management and Administration experience
- Fraud, Waste and Abuse regulatory expertise
- Presentations on regulatory functions, new compliance statutes and current events regarding health plans and the health care community
- Subject Matter Expert in Medicare and Medicaid regulations and policies
- Relevant Medicaid, Commercial, Affordable Care Act/Marketplace and Medicare Program Development

## RELEVANT WORK EXPERIENCE

*Clear View Solutions, Chicago IL*

6/2018 - 8/2018

*Contracting Consultant*

- Negotiate and contract with providers in Ohio, Colorado and Illinois for new Medicare Advantage plans.
- Facilitate and design presentations to better serve the needs of our clients.

*University of Utah Health Plans, Murray UT*

9/2014 - Present

*Government Programs Manager*

- Expand role with community organizations and partners to enable the additional outreach manager position and staff.
- Solidify relationships with key leaders in State legislature, Utah Department of Health, State, county and local governments.
- Subject matter expert on Medicaid and Medicare.
- Organize and facilitate audits and surveys from CMS, HSAG, OIG and Utah Department of Health on Medicaid and Medicare plan policies and operations.
- Present information on new regulatory policies and law, and how it pertains to UUHP.
- Implement state-wide expansion of Healthy U Medicaid plan.
- Implement new Medicare Advantage plan partnered with Molina Healthcare.
- Manage and interpret Federal transmittals on regulations, identifying those that pertain to UUHP.
- Point of contact for Medicaid and Medicare statutes, policies and processes as they pertain to Healthy U, H.O.M.E., Healthy Advantage and Healthy Advantage Plus plans.

***Molina Healthcare of Utah, Midvale UT***

**11/2012 - 9/2014**

**Network Contracting/Provider Relations Manager**

- Originally hired as the Network Contracting manager, but in December 2012 also took on managing the Provider Relations team.
- Develop network strategy and implement provider agreements at Medicaid rates for new ACA/Marketplace plans.
- Identify and build relationships with key partners in Community organizations, including Native American Tribes and refugee organizations.
- Strengthen partnerships and relationships among health care community providers, facilities and recipients.

***Sterling Health Plans/Windsor Health Plans, Salt Lake City UT***

**11/2010 - 10/2012**

**Captive Agent/Network Development/Provider Relations Representative**

- Educate and sell certain Medicare Advantage, Medicare Supplement, Life and Critical Illness plans to eligible consumers in Utah.
- Promoted to Network Development and Provider Relations representative August 2011.
- Develop agreements and build partnerships with providers, facilities and health care communities in Montana, Idaho, Wyoming, Colorado, Nevada, Utah and Arizona.
- Direct expansion of ancillary service network in Montana, Idaho, Utah and Washington.
- Implement network expansion strategy utilizing my relationships with the health care communities in these areas.
- Identify pertinent regulatory requirements, interpret and present to staff, and ensure compliance.
- Manage critical issues and relationships during CMS required plan offering reduction.

***VISTA Staffing Solutions, Salt Lake City UT***

**3/2006 - 9/2010**

**Scheduling Director**

- Propose candidates, schedule, credential, implement and resolve locum tenens assignments for physicians specializing in Emergency Medicine, Internal Medicine and Anesthesiology, throughout the central and eastern United States.
- Recruited Emergency Medicine physician candidates in 2007.
- Direct Anesthesia team in 2010, exceeded budget goal the first month (budget goal had not been met for the past 7 months).
- President's Club Award recipient for 2007, Most Valuable Player award recipient 2009.
- Comply with federal and state regulations regarding HIPAA, professional licensing, labor standards, health care and hospital staff requirements.

- Oversee credentialing and licensure of candidates for scheduled assignments.

***United Healthcare, Inc. Salt Lake City UT***

**7/2004 - 12/2005**

**Senior Hospital Contract Manager**

- Develop first contracted hospital and physician network in Wyoming.
- Develop contracted hospital network in Nevada and rural Utah.
- Strengthen relationships with Intermountain, lasis, HCA/Mountainstar and Lifepoint healthcare systems.
- Identify and resolve conflicts in contract negotiations.
- Comply with federal and state regulations regarding facility contracts and health plans.

***IHC Health Plans (now Select Health), Salt Lake City UT***

**4/2002 -7/2004**

**Senior Provider Relations Representative**

- Develop relationships with Intermountain Healthcare facilities and providers in the greater Salt Lake County area (Urban Central Region).
- Develop and strengthen relationships with community providers and hospitals in the greater Salt Lake County area.
- Resolve critical negotiations and disputes between community physicians and IHC facilities.
- Mediate dispute between trauma surgeons and LDS Hospital.
- Obtain Utah insurance license in Health and Life.

***Health Horizons, LC, Holladay UT***

**6/1996 - 3/1998**

**Owner**

- Create and implement new concept in comprehensive health education and specialty programs for health care clinics.
- Direct staff on complying with HIPAA, federal and state health care regulations.
- Direct medical certification programs for health care providers, including BLS, ACLS and PALS.
- Present and propose purchase, development and implementation of a new hospital in Tooele.
- Develop and implement business plan and service strategy.

**OTHER BUSINESS EXPERIENCE**

***Media Design and Buying Service, Salt Lake City, UT***

**11/2001 - 5/2008**

**Owner**

***DeVry University, Sandy UT***

**1/2006 - 8/2007**

**Instructor, Business Management and Marketing**

<i>Crowell &amp; Associates Advertising Agency, Salt Lake City, UT</i> Account Manager	8/2000 - 11/2001
<i>Non-Stop Music Production Company, Salt Lake City UT</i> Account Manager for Chicago and Seattle markets	4/1999 - 8/2000
<i>Jacor Communications, Salt Lake City UT</i> Account Executive	12/1997 - 4/1999
<i>FHP/Talbert, Weber, Davis, Salt Lake and Utah counties</i> Health Educator	8/1990 - 6/1996

## EDUCATION

<i>Seton Hall University Law School, Orange NJ, MSJ</i> Specializing in Hospital and Health Care Law Projected Graduation 5/2020	1/2018 - 12/2020
<i>Brigham Young University, Provo UT, MHED</i> Emphasis in Community Health and International Relations Courses include Foreign and Domestic Government Policy, Health care statistics	9/1990 - 8/1991
<i>Brigham Young University, Provo UT, BS</i> Community Health, minor in Gerontology	9/1983 - 4/1990

## COMMUNICATION

Presenter, Utah Home Care Association personal care services conference, 2018  
Facilitator, Utah Home Care Association annual conference, 2018  
Co-presenter, Visiting Nurses Association of America (VNAA) National Conference, 2014  
Co-presenter, VNAA Midwest Regional Conference, 2014  
Presenter, Medicaid and Medicare information to various entities, 2014 - present  
Presenter, Health Plan product information, 2002 - present

## LEADERSHIP

Graduate, U of U Health iLead Advanced Leadership program, December 2017  
Lead, Falls Prevention Alliance technology workgroup, 2018  
Co-chair, Community Health Workers Advocacy Work Group, 2017  
Board member, Refugee Wellness Advisory Council, 2017-2018  
Board member, Falls Prevention Alliance, 2017-2018  
Board member, Community Health Worker Advisory Council, 2017-2018  
Board member, Health Advisory Council (HeadStart), 2017-present  
Board member, Pacific Island Knowledge 2 Action Resource (PIK2AR), 2016-2018  
Representative, Medicaid Health Plan Association workgroups, 2017-2018  
Member, Utah Non-profits Association, 2016-present  
Member, Utah Public Health Association, 2016-present

## LICENSURE

Health and Life Insurance license, 2002 - present



## Board Appointment Approval

**Jennifer Wilson**  
Mayor

**Erin Litvack**  
Deputy Mayor, County  
Services

**Darrin Casper**  
Deputy Mayor, Finance  
& Administration

**Catherine Kanter**  
Deputy Mayor, Regional  
Operations

On the 24th day of September 2019 the Salt Lake County Council consents to the appointment of Ms. Tracy Altman as a member of the *Council for Aging and Adult Services*.

Her first, three-year term began September 1, 2019 and will end August 31, 2022.

Salt Lake County Council

\_\_\_\_\_  
Councilman Richard Snelgrove  
Chair, Salt Lake County Council

Attest:

\_\_\_\_\_  
Sherrie Swensen, County Clerk

Please instruct the Council Clerk to return this form to Anna Vukin-Chow in the Mayor's Office, N2- 100 to process this appointment.