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CITY OF COCONUT CREEK



CITY OF COCONUT CREEK
CITY CLERK DEPARTMENT

OFFICE OF THE CITY CLERK
4800 WEST COPANS ROAD
COCONUT CREEK, FLORIDA 33063

2019 APPLICATION FOR CITY BOARDS

The information requested below is for consideration of appointment to a City Board. Please complete and return this form to the City Clerk, along with a brief resume of your education and experience by or before **Thursday, April 11, 2019.**

PLEASE NOTE: Florida has a very broad public records law. Documents relating to city business are public records and are available to the public and media upon request. Your information provided within this application may therefore be subject to public disclosure.

Last Name: Figueroa First Name: Lymari M.I.: _____

Home Address: 5109 Mallards Place

Phone #: 201-310-8008 Alt. #: _____ E-mail: FigueroaLymari@yahoo.com

PLEASE CHECK THE FOLLOWING BOARD(S) ON WHICH YOU ARE INTERESTED IN SERVING (A brief description of each board can be found by clicking on the following link: [City Boards-Committees](#))

- *CIVIL SERVICE BOARD
- COMMUNITY OUTREACH ADVISORY BOARD (New)
- EDUCATION ADVISORY BOARD (New)
- ENVIRONMENTAL ADVISORY BOARD
- PARKS & RECREATION ADVISORY BOARD
- *PLANNING & ZONING BOARD
- PUBLIC SAFETY ADVISORY BOARD (New)
- *AFFORDABLE HOUSING ADVISORY COMMITTEE (AHAC) (Pursuant to Section 420.9076, Fla.Stat., in addition to a representative from the City's Planning & Zoning Board, the AHAC must consist of representatives who are actively engaged in at least six of the categories below. If you are applying to serve on the AHAC, please check-off the category below for which you qualify):

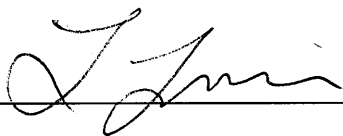
- Residential home building industry in connection with affordable housing
- Banking or mortgage banking industry in connection with affordable housing
- Home building in connection with affordable housing
- Advocate for low-income persons in connection with affordable housing

(list is continued on next page)

- For-profit provider of affordable housing
- Not-for-profit provider of affordable housing
- Real estate professional in connection with affordable housing
- Resident of Coconut Creek
- Business owner within Coconut Creek
- Essential services personnel, as defined in the local housing assistance plan

PLEASE MARK YES OR NO FOR EACH OF THE FOLLOWING QUESTIONS:

- | | | |
|--------------------------------------------------------------|-----------------------------------------|----------------------------------------|
| — Are you a resident of Coconut Creek? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| — Are you a registered voter (elector) in Broward County? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| — Do you hold a public office? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| — Are you employed by the City? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| — Are you a member of a City Board? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| — Have you ever served on a City Board? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| — Are you away from the City for extended periods of time? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| — Would you serve on a Board other than the one(s) selected? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| — Have you graduated from the City's Citizen Academy? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

SIGNATURE:  Date: 3/27/19

* Denotes that a Financial Disclosure Form is required upon appointment to the Board.

S:\Data\City Clerk\Common\Forms\City Board Application & Board Description\Application for City Board (FINAL)-2019-AHAC)

Lymari Figueroa, MPA

5109 Mallards Place
Coconut Creek, FL 33073

figueroalymari@yahoo.com

Cell: 201-310-8008

Dedicated network operations professional with 12+ years of management experience in a health and public setting. Consistently achieve contractual requirements for a clinically integrated network. Instill a shared, enthusiastic commitment to population health as a key component of improving quality and providing value based care. Lead by example and execute the business strategy. Strong knowledge in Microsoft, Salesforce, and other web-based applications.

Areas of Expertise

*ACO Operations/Board Member
Network Development
Claim Operations Management*

*Contract Negotiations
Clinically Integrated Networks
Manage Retainable Disenrollment*

*Engagement Strategies
Cost-Reduction Strategies
Newsletter/Seminars*

Professional Experience

Tenet Healthcare – Boca Raton, FL

11/17 to Present

Manager, Value Based Programs

Oversee network and board operations for Tenet's Accountable care organization and clinically integrated network in South Florida in order to improve patient access, meet network adequacy, control cost and improve quality of care.

- As a hospital board member, present updates relative to network operations and work closely with leadership team to develop meaningful content to drive decisions that will impact future ACO initiatives and collaborations
- Redesign network to align with clinical integrated initiatives and promote the use of population health tool increasing user access. Conduct physician/practice education through in-person and facility sponsored events, and web-based applications
- Increase the execution of agreements for Medicare ACO and clinical integrated organization
- Work closely with facility administration to develop key strategies and workflows to maintain provider data, and ongoing recruitment efforts
- Promote care management initiatives by working closely with payors and provider/practices to encourage focused initiatives that will enhance our overall performance

Broward Health – Fort Lauderdale, FL

7/15 to 10/17

Manager, Provider Relations ACO

As member of the ACO Leadership team, aligned strategies with our CIN in order to meet contractual obligations and improve quality of care. Directed managed care contracts and increased network development for the ACO.

- Negotiate contract rates that do not commensurate with cost of care and other market payors
- Provide leadership in the development of systems, reports, and programs that will maximize the ACO's performance on all related program metrics, gaps in care, and high utilizers.
- Encourage provider engagement by providing orientation, reviewing quality results, care coordination program, and beneficiary engagement initiatives on a frequent basis
- As a Committee member, ensure ACO participants are kept up to date in order to provide the highest level of customer service, meet applicable requirements and standards and strive for continuous improvement within their practice
- Oversee the survey administration conducted annually for patients aligned to ACO physicians
- Monitor and execute ACO-related communication such as marketing, manuals, rosters, website, newsletters, CMEs, and seminars
- Develop policies and procedures to ensure efficiency and achieve productivity targets based on quality standards and operation goals

RWJBarnabas Health – West Orange, NJ

12/12 to 7/15

ACO Program Manager

Delivered accurate information to beneficiaries/providers and resolved inquiries related to the Medicare Shared Savings Program and commercial ACO. Participated in the development and implementation of short and long-term quality service strategies that improve provider and patient engagement by encouraging healthy behavior with a strong focus on value based care.

- Formalized the execution of provider agreements related to MSSP and value based programs.
- Provided leadership in the development of systems, reports, and programs to maximize the ACO's performance on all related program metrics, including the quality measures reported annually
- Encouraged provider engagement by meeting with practice managers and providers to review the care coordination program, and beneficiary engagement initiatives
- Worked in close collaboration with the medical groups management team to ensure ACO participants provide the highest level of customer service, meet applicable requirements and standards and strive for continuous improvement within their practice
- Monitored and evaluated ACO-related communication such as marketing, audits, ACO participant list, ACO Newsletter and taking any additional actions required by CMS
- Analyzed and followed up on daily ED discharges and monitored trends in order to prepare initiatives that will encourage member education
- Monitored call trends and coordinated communication to beneficiaries assigned to the ACO

New Jersey Transit – Secaucus, NJ

12/11 to 12/12

Manager, Customer Service (Field Operations)

Managed staff activities and protocols at customer service field locations at major bus and rail Stations/terminals. Ensured customers were able to obtain timely and accurate information about all NJ TRANSIT services, programs and policies. Ensured all customer needs and safety issues are reported and addressed.

- Recruited, staffed, developed and trained customer service personnel at field locations based on system-wide service needs, as well as compliance with internal policies and procedures for all staff activities
- Monitored field staff performance measures to ensure that Departmental Performance Indicators (DPI's) and goals were met in support of the agency-wide Scorecard initiative
- Allocated work schedules and plans, performance measures and payroll records
- Provided 24-hour, 7-day on-call availability in response to general service needs, ERT call-outs, service disruptions and other emergencies

US Family Health Plan @ St. Vincent Medical Center — New York, NY

08/08 to 12/11

Customer Service Manager

Trained and managed contact center operations. Fostered an environment in which customers enjoy high levels of service and employees are motivated to deliver top performance.

- Increased Customer Satisfaction ratings from 81% to 93% by monitoring annual satisfaction survey project with a third party vendor and supplying data to the Quality Committee on a quarterly basis, and a strong focus on staff retention with employee development and morale-building programs
- Negotiated single case agreements with out of network providers to ensure no disruption of services, and increased first time claim adjudication to decrease operational cost
- Administered the publication of the Member Newsletter quarterly, and upload website updates in order to educate members on plan benefits
- System Administrator for the Customer Relationship Management Platform (Salesforce)

Education

Fairleigh Dickinson University – Teaneck, NJ

1/2015

Awarded: Masters Public Administration in Health Services