



Lori A. Shibinette
Commissioner

Lori A. Weaver
Deputy Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF THE COMMISSIONER

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9200 1-800-852-3345 Ext. 9200
Fax: 603-271-4912 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

ARC
7

December 8, 2022

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 94:6, the Department of Health and Human Services respectfully requests to place Kelly Martin at Step 2 for the position of Contract Manager Hampstead Hospital and Residential Treatment Facility (HHRTF), Position #9U721, unclassified salary grade GG, earning \$84,630.00, effective December 30, 2022 upon Governor and Council Approval. 100% Other Funds.

EXPLANATION

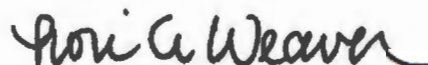
In May 2022, the State of New Hampshire purchased Hampstead Hospital and Residential Treatment Facility (HHRTF), a psychiatric inpatient and residential treatment facility focusing on the behavioral health needs of children, youth, and young adults. On March 31, 2022, the Department established six non-classified positions for the HHRTF Executive Team: Chief Executive Officer, Chief Operating Officer, Chief Financial officer, Compliance Officer, General Counsel, and Contract Manager. Chapter 272, Laws of 2022, 272:33 established the six roles as full-time unclassified positions to replace the non-classified positions. Finally, following Korn Ferry review and support of the rationale of the assigned letter grades for each unclassified position, on October 13, 2022, the Joint Committee on Employee Classification (JCEC) ratified Korn Ferry approval of assigned letter grades and approved the transfer of the six non-classified positions to newly established unclassified positions.

Position #9U721, Contract Manager, HHRTF, provides leadership, oversight, and direction of the hospital's procurement operations and functions. This includes ensuring that procurements, amendments, MOUs, legal agreements, and associated approvals of all types are planned for in the normal course of business, and executed in a timely manner consistent with regulatory mandates, without delaying or allowing gaps in the provision of critical services. It is a central role for ensuring contracted services are being rendered in compliance, as well as assessing and mitigating operational gaps or organizational risks. The position requires a minimum of eight years of experience in contract, grants, project management, or a similar role, four of which are at a management level.

Ms. Martin has an Associate's Degree as a Medical Assistant, with a focus in health science and business administration. She brings 7 years of experience in hospital management, most recently serving as Manager of Utilization at New Hampshire Hospital. In addition to her primary leadership role overseeing utilization review, Ms. Martin was responsible for monitoring the performance of Dartmouth-Hitchcock relative to their clinical contract. In this capacity, she frequently partnered with Dartmouth to identify challenges, develop solutions, and implement those solutions in sustainable and pragmatic ways.

Although it is not the goal for government to compete with private industry, our goal is still to recruit and hire quality, experienced employees to enable the department to provide services to the citizens of New Hampshire effectively and efficiently. Based on research, the average salary for a Contract Manager with the experience that we are looking to utilize is between \$61,000 and \$100,000 (ZipRecruiter.com). Ms. Martin was originally hired into a non-classified position at a GG letter grade step 2 with an annual salary of \$84,630.00. This request is part of the administrative process allowing for the transfer from a non-classified position to an unclassified position while maintaining the salary paid upon hire.

Respectfully submitted,



Lori A. Weaver
Deputy Commissioner

Kelly Martin

Summary

Energetic and passionate professional with over 25 years of experience in healthcare administration, finance, insurance, quality control, policies/procedures, and leadership.

Experience

New Hampshire Hospital

Concord, NH

Sept. 2019 – Current

Manager of Utilization Review

- Oversees utilization review, clinical contract documentation standards, and coordination of clinical appeals for a 184 bed acute-care psychiatric facility.
- Led an initiative, in partnership with Executive Leadership, to build key performance indicators and monitoring systems for New Hampshire Hospital's clinical services contract.
- Responsible for monthly reporting on key performance indicators for the clinical services contract.
- Achieved high levels of compliance on certain key performance indicators by partnering with physician leadership to identify, address, and resolve deficiencies.
- Inspires, develops and leads a strong functional team through effective education, coaching, team building, staff development, and succession planning, with a heavy emphasis on lean principles.
- Reviews and recommends personnel actions for the Revenue Cycle Department including hiring, conducting annual performance reviews and disciplinary actions.
- Collaborates effectively with Executive Leadership, Directors, units, clinical teams and other stakeholders in the mindset of continuous improvement.
- Recommends changes to policies/and or procedures to ensure State services are covered by third party payers.
- Updates hospital policies for Quality Management, Utilization Review and Medicare.
- Interprets state and federal rules, regulations, and policies as they apply to Utilization Review, benefit and entitlement programs,
- Maintains current knowledge of state and federal regulations (CMS guidelines) as they pertain to utilization and peer review and the impact these regulations have on the review process. Assists in coordinating review activities conducted by external review and regulatory agencies.
- Reviews Commercial Insurance and MCO contracts and revisions to determine additional demands or process changes.
- Researches and reviews Medicare/Medicaid laws and regulations, and commercial insurance laws and policies to increase revenue.
- Facilitates quarterly meetings with NH Managed Care Organizations to improve communication, coordination of care, and benefit planning for NH Medicaid beneficiaries.
- Serve on a variety of hospital-wide committees and projects including UM Committee, EHR committee, Project CLEAR, Weekend Coverage Project, Medical Record Review Committee and the Strategic Planning Team.
- Compiles and analyzes statistics for the DHHS Commissioner, NHH CEO and NHH CFO.
- Dartmouth Six Sigma Yellow Belt project: Notice of Non-Coverage

Kelly Martin

Sept. 2015 – Sept. 2019

Utilization Review Coordinator 9/2015- 9/2019

- Organizes clinical information and conducts telephone utilization review with third party managed care companies for determining each patient's level of care, certifying admission and continued hospital stay and seeking reimbursement for these hospitalizations, and communicates the results of these decisions.
 - Develops and delivered education and training for all UR job functions to ensure uniformity and compliance with state and federal regulations.
 - Crystal Reports and enter data for quality assurance.
 - Implementation of UR forms into the EMR
 - LEAN Belt committee for NHH staff teaching
 - UR statistics and reports
 - New Medical Record Review Form, Certification form, Managed Care Auth form
 - Assisted in the development and implementation of Certification criteria based on CMS guidelines
-

Jan. 2007- Sept 2015

Concord Hospital

Concord, NH

Lead Medical Assistant / Patient Care Coordinator Specialist

- Supervised office staff of 5 and medical staff of 2
 - Supervisor/Project Manager for chart merger project in IT, team of 26 merged over 50,000 charts
 - Computer and EMR trainer
 - Policies and procedures for clinical and office responsibilities
 - Proficient in all office applications
 - Lead Medical Assistant
-

Jan. 2005- Jan 2007

Combined Services Inc.

Concord, NH

COBRA Insurance Analyst

- Maintained over 70 groups with over 300 clients
 - Reviewed group contracts and assisted underwriting
 - Accounts Payable
 - Accounts Receivable
 - Monthly billing
 - producer and client support
-

Aug. 1994 – Jan. 2005

Anthem Blue Cross & Blue Shield

Manchester, NH

Local Claims Team Lead / Regional Claims Educator

- Supervised team of 33
 - Hiring and disciplinary
 - Developed claims processing education program according to Anthems contracts
-



Kelly Martin

Education

2005-2007 Hesser College Concord, NH

Associates: Medical Assistant

- Health Science
- Business Administration

Additional Certificate Courses

2000 – Boston, MA – Train the Trainer

2005 – Boston, MA – Business Management Course

2018 – Concord, NH – LEAN Yellow belt

2019 – Concord, NH – LEAN Green belt

Jan 2020 – SCP, Certified Supervisor Course

March 2020 – Enrolled into the Dartmouth Six Sigma Green Belt course (Canceled due to COVID)

November 2021 – Dartmouth Six Sigma Yellow Belt project