03-C -0494

CITY OF ATLANTA

SHIRLEY FRANKLIN
MAYOR

55 TRINITY AVENUE, S.W.
ATLANTA, GEORGIA 30335-0300
TEL (404) 330-6100

March 17, 2003

President Cathy Woolard and
Members of Atlanta City Council
City Hall, Suite 2900 South
68 Mitchell Street SW
Atlanta, Georgia 30335

RE: Appointment to Keep Atlanta Beautiful Board

Dear President Woolard and Members of the Council:

It is a pleasure for me to appoint **Metra Gipson** to serve as a member of the **Keep Atlanta Beautiful Board** of the City of Atlanta. This appointment is for a **term of two (2) years**, scheduled to begin on the date of Council confirmation.

I am confident that Ms. Gipson will serve the Keep Atlanta Beautiful Board with distinction. A resume is attached for your perusal.

Sincerely,

Shirley Franklin

CONFIRMED BY
APR 21 2003
COUNCIL

1631 Jackson Way
Atlanta, GA 30318

Metra L. Gipson
~~2390-B Adina~~ Drive
Atlanta, Georgia 30324
Home: (404) ~~848-9652~~ Cell: [redacted]
404-805-0407

Metra has over ten years of progressive experience in revenue cycle and managed care. Her expertise includes patient accounting, admitting and registration, network development, provider services, credentialing, delivery system analysis, strategic development, and commercial and Medicaid managed care product development and delivery. During her tenure at CGE&Y, Metra has served in various leadership capacities for initiatives that have identified significant operational and/ or strategic opportunities for our clients.

RELEVANT EXPERIENCE:

Manager, Cap Gemini Ernst and Young (CGE&Y), Atlanta, GA 1998 – the Present – Health care consultant in CGE&Y's provider and managed care service lines. Activities include the following:

Revenue Cycle

- Cash Acceleration and process improvement for a major academic health center in the Midwest. Served as team lead for a group of over 15 collectors. Coordination deployment of CGE&Y's Rapid Design approach to implement major improvements within the organization. Worked with Patient Access Management to resolve recurring errors and data issues. Served as interim Collection Supervisor for the company.

- Participated in an IPD at a major health system in the Southwest. Revenue cycle focus included AR reduction, process improvement and credit balance reduction. Worked with team to reduce outstanding credit balances, worked with leadership to identify approaches and methodologies to sustain improvements. Developed training manuals and policy and procedures for future operation.

- Revenue Cycle Redesign for a major health care system in Western Michigan. Facilitated rapid design sessions and worked with designated client task force to develop and implement identified improvements.

- Participated at an IPD at an academic medical center in the Midwest. Worked with Revenue Cycle VP, Directors and Managers to resolve collection backlogs. Developed monitoring and tracking tools using CGE&Y proprietary software to identify AR backlogs. Met with collections team leads and managers to develop strategies to resolve.

- Participated in IPD at an academic medical center in the Mid-West. Focus included reduction of exceptional credit balance. Led team of 15 contracted collectors to reduce backlog and perform root cause analysis to resolve balances.

- Participated at a Turn-a-Around engagement at a community-based facility in the Midwest. Initiatives included both Patient Access and Patient Financial Services improvements. Developed and implemented streamlined collection approaches to facilitate AR reduction. Served as interim manager during staff transition period.

Managed Care

- Operations Transformation Project for one of the top five managed care plans in Hartford, CT. Led team a business process team of over nine CGE&Y and client managers, senior consultants and

consultants in transforming account implementation process. Managed team and developed solutions in support of the company's corporate transformation initiative.

- Growth Strategy Engagement with one of the top Group Insurance Carriers. Worked with Rating and Underwriting management team to develop strategies to grow market and improve pipeline.

- Cost Reduction engagement with a major Blues plan. Worked with Provider management team for indemnity and HMO lines of businesses to identify cost reduction initiatives that identified over $1.1 Million in potential savings and service improvements.

National Services Coordinator, United American Healthcare Corporate, Detroit, MI, 1995 –1998 – Project Lead for a management services organization that developed, managed and operated Medicaid and commercial health maintenance organizations and provided comprehensive consulting services to managed care and health care entities. Responsibilities and accomplishments were both strategic and operational. These included Negotiating national service contracts for managed care services organizations. Recommended vendors and established service requirements, negotiate contract terms and deliverables. Negotiated contracts with credentialing verification organization and temporary nursing staff vendors that *reduced the cost* of credentialing by $20 and conducting site reviews by $30, *per provider.* Managed RFP and vendor selection process to secure vendors for corporate-wide services.

Fellow, American Association of Health Plans (AAHP) Minority Training Program, Preceptor Site: Humana Group Health Plan, Washington, DC, May 1994 to May 1995 – Participated in an accelerated managed care training program that included didactic and hands-on experience, including:

- Served as a member of a SWOT team focused on expediting Humana's network transition following its acquisition of Group Health Association (GHA)

- Developed urgent care network for Humana Group Health Plan. Strategy included service area and member assessments, provider identification, and fee schedule development. Added more than 10 urgent care centers to the plan's network in less than six months.

- Assisted management in establishing reimbursement methodology, and provided analytical support for physician group fee schedule development. Created system used to monitor contracting efforts for network expansion projects.

Assistant Director of Admitting, Hadley Memorial Hospital, Washington, DC, Jan 1993 to April 1994 - Directed daily operations of admitting, registration, and financial counseling unit for an 82-bed community hospital. Supervised 10 admitting registrars and financial counselors. Developed and implemented quality improvement programs to improve performance of admitting and financial counseling functions. These efforts improved registration accuracy to less than 5% in fewer than 6 months and reduced patient and provider complaints.

Collection Supervisor, Children's Hospital National Medical Center, Washington, DC, 1990 to 1992 - Collection Supervisor: Supervised 17 commercial and CHAMPUS collection specialists at this 165-bed pediatric academic medical center. Promoted to Supervisor after one year as a collection specialist. Developed a reconciliation process to identify and track billing backlogs and delays. Developed strategies to improve department's accounts receivable function. Generated weekly and monthly projected accounts receivable budgets for review by hospital president; selected as *Collector-of-the-Month* for collecting over $1 Million from CHAMPUS in one month, a record for the hospital.

RCS# 4628
4/21/03
3:31 PM

Atlanta City Council

Regular Session

MULTIPLE

03-C-0489; 03-C-0490
03-C-0491;03-C-0492;03-C-0493;03-C-0494
CONFIRM

YEAS:	12
NAYS:	0
ABSTENTIONS:	0
NOT VOTING:	3
EXCUSED:	0
ABSENT	1

Y Smith	Y Archibong	Y Moore	NV Mitchell
Y Starnes	Y Fauver	NV Martin	Y Norwood
NV Young	Y Shook	Y Maddox	Y Willis
Y Winslow	Y Muller	Y Boazman	B Woolard

MULTIPLE

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(Do Not Write Above This Line)

A Communication by Mayor Shirley Franklin :

Appointing Metra Gipson to serve as a member of the Keep Atlanta Beautiful Board of the City of Atlanta. This appointment is for a term of two (2) years, scheduled to begin on the date of Council confirmation.

CONFIRMED BY

APR 2 1 2003

COUNCIL

- ❑ CONSENT REFER
- ❑ REGULAR REPORT REFER
- ❑ ADVERTISE & REFER
- ❑ 1st ADOPT 2nd READ & REFER
- ❑ PERSONAL PAPER REFER

Date Referred 3/17/03

Referred To: Common Council + CU

Date Referred

Refferred To:

Date Referred

Referred To:

First Reading

Committee

Date

Chair

Referred To

Committee	Committee
City Utilities	
Date April 1, 2003	Date
Chair	Chair
Action Fav, Adv, Hold (see rev. side) Other	Action Fav, Adv, Hold (see rev. side) Other
Members	Members
Refer To CU Corp Rec	Refer To

Committee	Committee
CC	
Date 4/21/03	Date
Chair Carla Smith	Chair
Action Fav, Adv, Hold (see rev. side) Other	Action Fav, Adv, Hold (see rev. side) Other
Members	Members
Refer To	Refer To

FINAL COUNCIL ACTION

❑ 2nd ❑ 1st & 2nd ❑ 3rd

Readings

❑ Consent ❑ V Vote ❑ RC Vote

CERTIFIED

CERTIFIED

APR 2 1 2003

Felicia A. Moore

COUNCIL PRESIDENT PROTEM

CERTIFIED

APR 2 1 2003

Rhonda Dauphin Johnson

MUNICIPAL CLERK

MAYOR'S ACTION