

UNEXPIRED TERM:

Alyssa Cervantes Benavides

EDUCATION

Master of Arts in Public Administration, May 2012 ~ 3.8 G.P.A.

University of Texas at El Paso

Bachelor of Arts in Ethnic Studies and Public Policy, August 2003

University of Texas at Austin

PROFESSIONAL EXPERIENCE

Associate Managing Director, December 2015-Present

Office of Clinical Informatics & Digital Health, Texas Tech University Health Sciences Center El Paso

- Department Administrator: Logistics, Operations and Budget Management
- Institutional Administrator for clinical quality and population health initiatives
- Program Manager: regulatory Centers for Medicare and Medicaid (CMS) clinical quality programs: *Meaningful Use (MU)*, *Physician Quality Reporting System (PQRS)* and *Merit-Based Incentive Payment System (MIPS)*
- Program and Contract Negotiator, Manager: commercial clinical quality programs (Healthcare Effectiveness Data and Information Set, HEDIS, programs)
- Responsible for institution's operational reform from the fee-for-service reimbursement model to the quality-based model of care
- Contracts Negotiator, Administrator and Purchasing Administrator: Systems, Applications, Data-Sharing Initiatives, and Business Agreements
- Instructor: Health Informatics and Digital Health: Texas Tech University PLF School of Medicine

Senior Director, Managed Care & Business Development, August 2013 – December 2015

Medical Practice Income Plan, Texas Tech University Health Sciences Center El Paso

- Develop and negotiate contracts with insurance plans and managed care organizations for the institution's medical practice, consisting of over 450 medical providers; determine potential volume and profitability based on projected participation, quality metrics, and market.
- Contract Administrator over professional services payer agreements
- Committee Facilitator, institution's official Managed Care Contract Committee
- Project Manager for the institution's CMS Electronic Health Records Meaningful Use Incentive Program; Successfully attesting one of the largest groups of providers in the state of Texas and collecting \$5.3 million in bonus payments to-date
- Chair, institution's official *Meaning Use*, *PQRS*, CMS Quality Measures Programs Committee
- Successfully resolve(d) large scale and historical claims projects

Contracts Administrator/Projects Compliance Supervisor, June 2011 – August 2013

El Paso Water Utilities (EPWU), City of El Paso

- Develop, negotiate, compose, and finalize professional services, construction, and developer contracts for city-wide water infrastructure projects
- Directly responsible for contractual, regulatory, statutory, and grant project requirements compliance on engineering design projects and construction projects valued at \$200 million dollars
- Grant Administration: Analyze grant requirements and incorporate regulatory requirements in contract documents; Implement terms and conditions of the grant agencies and ensure compliance by service and construction contractor providers
- Community Business Liaison (Presenter for Informational Forums for Engineering and Construction Industries); Minority and Small Business Participation Outreach Coordinator (Presenter for Business Opportunity Forums)
- Created and implemented new Standard Construction Bid Agreement which is utilized for all EPWU water infrastructure construction projects
- Successfully obtained over \$2.1 million dollars in federal grant funds for water infrastructure projects for *colonias* surrounding the El Paso area

Project Researcher and Writer, March 2011 – June 2011 (Grant-Funded, Contract Position)

Firearms Surrender Protocols Project, 388th Judicial District Court (State of Texas)

- Conducted legislative, qualitative, and quantitative research on firearms use in domestic violence cases
- Contributing writer on best practices Replication Manual for multi-agency project aimed at legally and procedurally eliminating firearms-related domestic violence (published June, 2011)

Government Liaison/Analyst and Director's Office Manager, January 2008- June 2009

Administration and Regulatory Affairs Department, City of Houston

- Analyst for large-scale policy projects to improve city processes via revisions to local law
- Conducted bill analyses on over 100 House and Senate bills; determined their implications to Department business processes; facilitated revisions to processes to accommodate legislative changes
- Responsible for the successful passage of ordinances through Council which repealed requirements for outdated City-issued permits, and consolidated other required permits (to increase process and cost efficiency in business and application processes)
- Oversaw mail services for municipal buildings; managed administrative positions reporting to Director
- Managed Director's Office \$1 million Budget

Legal Case Manager May 2004 - October 2007

Pre-Litigation and Social Security Departments, Wayne Wright Attorneys at Law

- Compiled case facts and evidence to develop legal cases (including medical records analysis and medical billing resolution)
- Mediated relations between law enforcement officials, attorneys, group health insurance companies (including resolving coverage denial claims), medical providers and claimants

City Council Aide, October 2003 - April 2004

Constituent Services, Office of San Antonio City Councilman Christopher Haass

- Policy Analyst; Traffic Resolution Coordinator; Water Systems and Public Works Liaison for Council District

Policy Analyst, January 2003 - June 2003

Mexican American Legislative Caucus Foundation, Texas House of Representatives

- Conducted legislative research on policy issues
- Successfully guided 14 House bills to their passage into law
- Petitioned to receive special consideration to place the portrait of a minority lawmaker on the House Floor by way of a legislative resolution

COMMUNITY INVOLVEMENT

Member and Chief Information Officer Boot Camp Graduate, College of Healthcare Information Management Executives ~ **Member, Leadership Women** ~ **Member, HIMSS** ~ **Member**, American College of Healthcare Executives ~ **Member**, American Medical Informatics Association ~ **Member**, Healthcare and Management Systems Society ~ **Member**, Wise Latinas International ~ **Mentor**, Education Ministry of El Paso ~ **Member**, National Institute of Governmental Purchasing ~ **Mentor**, El Paso Connect ~ **Campaign Consultant and Volunteer**, Various political campaigns throughout Texas ~ **Member**, Assisted Living Facilities Task Force ~ **Intern**, Political Asylum Project of Austin ~ **Mentor**, Barton Hills Elementary School

TECHINICAL EXPERTISE

- MS Office ~ Adobe Acrobat ~ Needles Legal Administrative Software ~ SAP ~ SPSS ~ EVIEWS ~ PeopleSoft ~ LCP Tracker Payroll Software ~ GE Centricity (Business and EHR) ~ SAIgnite Value-Based Platforms ~ Cerner ~ Kenexa ~ Informatics

AWARDS

- **2016 Patient Satisfaction Award, HEDIS Committee Business Chair**, Wellcare Health Plans
- **Recognized For Project Management of Quality-Based Improvement**, United Healthcare
- **78th Texas Legislature House Resolution 1349**, Honoring Members of Moreno Leadership Program
- **Mentor of the Year Award**, Barton Hills Elementary School
- **Outstanding Ambassador of Goodwill**, Senator Rodney Ellis