

Ms. Montz has over twenty-five years of managed healthcare experience working closely with Health Plans, Healthcare Systems, Physician Groups and Ancillary Provider Services. She has lead and implemented a variety of initiatives in multiple health care settings with a proven track record in working with health plan and physician group related issues, product development, medical staff utilization in both the acute and post-acute settings, service contracting, and process/operational improvement. She has a unique strength in strategic thinking, building relationships, aligning congruent goals in adverse environments, building care management teams within health plans, physician groups and throughout the provider delivery system. She has been successful in achieving both financial and timeline goals.

Subject Expertise:

- Transition-In -Care. Developed and implemented acute and post-acute care management processes with a special focus on transition in care management for high risk seniors. Executed a high risk senior in-home program utilizing clinical and community resources. Reduced overall utilization by 20%.
- Post Acute Management. Lead a financial analysis and developed operational and process improvement guidelines to reduce post acute utilization in Skilled Nursing Facilities. Collaborated with Health Plans, Hospitals, Physician Groups, Skilled Nursing Facilities and Home Health Care Agencies to implement process improvement, redesign care management and realigned contracts to yield strong financial and utilization outcomes. Initiatives yield and sustained strong financial and utilization outcomes.
- Product Development: Partnered in the development, implementation and management of healthcare solutions to measure clinical intervention, functional improvement and patient advancement with the high risk senior and commercial population. Aligned initiatives with health plans, physician groups and post-acute relationships to achieve measurable reduction in both acute and post-acute utilization.
- Provider Network Development: Implemented contract network strategies to decrease cost expenses across provider contracts: worked with both health plans, physician groups and ancillary services to achieve targeted financial and timeline goals.

Susan has led various consulting engagements over the last few years as well as served as Vice President of Business Development & Operations at SeniorMetrix and Vice President of Network Development & Operations at First Health. Susan has also held management positions at The MedStat Group in San Francisco and Partners National Health Plans in Atlanta, GA.

Susan received a Bachelor of Science in Nursing from Louisiana State University and a Master in Business Administration from the University of New Orleans.