

TAMMY C. THOMAS, MPH

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EDUCATION

Loma Linda University Doctor of Public Health (DrPH) Candidate Current GPA: 3.8	Loma Linda, CA Est. 2025
Nova Southeastern University Master of Public Health Summa Cum Laude – 4.0 GPA	Fort Lauderdale, FL 2012- 2014
Widener University School of Law Juris Doctorate (JD) Candidate Master of Public Health Candidate	Wilmington, DE 2011- 2012
University of South Florida Bachelor of Psychology Minor in Public Health & Health Administration	Tampa, FL 2006- 2010

WORK EXPERIENCE

Gulfstream Goodwill Industries <i>Program Director</i>	West Palm Beach, FL 2022 - Current
<ul style="list-style-type: none">• Oversee and manage the daily operations of the Senator Philip D. Lewis Center• Implement and manage case management operations for a 24-hour facility; create and maintain schedule for Case Management Supervisor/Housing Advocate Case Managers (HACM), Lead/LPNs and Soar Specialist; provide on call support during and after hours to all staff• Facilitate guest consultations. Conduct case conferencing with HACM Supervisor and staff to discuss guest progress, continued length of stay, and guest exits• Responsible for the oversight of all case management files; conducts charts audits per policy/procedure; ensures files are ready for audits and manages storage of closed files. Takes the lead in audits and/or site visits; prepares corrective action reports/plans in response to audits and/or site visits and ensures plans are initiated and followed-through• Collaborates with leadership to develop and manage program budgets. Review monthly profit/loss statements and completes the monthly variance report; Compare with budget projections. Investigate and report on variances• Provide supervision of direct reports; develop and implement services that provide person centered interventions that address barriers to housing retention. Support, provide training and ensure that programming is grounded in harm reduction, motivational interviewing, rapid rehousing and trauma informed care	
Health Council of Southeast Florida <i>Director of Programs</i>	Palm Beach Gardens, FL 2021
<ul style="list-style-type: none">• Responsible for oversight, development and program management of multiple health programs and initiatives• Provided direct supervision and training of managerial level staff and beyond• Supervise the fulfillment of contractual, grant, program, and service obligations of organization• Development, negotiation, supervision, and administration of contracts and subcontracts• Implemented programmatic procedures for timely invoicing of provider services, payment, and reimbursement, in accordance with contractual rules• Collaborated closely with the Director of Finance on fiscal management and during fiscal monitoring	
New York City Department of Health & Mental Hygiene <i>Director of Strategic Payer Initiatives</i>	New York, NY 2018- 2021
<ul style="list-style-type: none">• Reported directly to Assistant Commissioner within the Office of Health Care Access and Policy in the Bureau of Equitable Health Systems• Led the analysis and evaluation of health insurance coverage and benefits of agency's priority• Research and analysis of public insurance laws, policies, and regulatory guidance• Monitor, research and evaluate policies, programs and market trends regarding relevant payment reform and reimbursement models. This includes value-based payment initiatives• Design and implement strategic methods to collect and assess existing coverage data within private and public insurance products• Identify opportunities within public insurance programs and the private health insurance market to increase access to primary and preventive care as well as other related and appropriate services	

- Strategize innovative methods to improve health insurance benefit design among all payers
- Review data, evidence-based methods, best practices, and other appropriate literature regarding services, emerging models of care, and treatments for chronic disease management to support implementation
- Create and execute strategies to engage and form partnerships with health insurance issuers and external stakeholders. This includes securing and leading meetings with key players and preparing Agency leadership
- Engage with policymakers at the state-level; this includes strategic meetings with staff that regulates the Medicaid program, commercial insurance, and other relevant payment reform initiatives
- Assist leadership in developing effective presentations and communications that includes information regarding insurance coverage research, relevant benefit design, payment models and return on investment analysis
- Supervise and support staff, providing direction and oversight on relevant projects and work

The Coalition for Behavioral Health

New York, NY

Program Director

2016-2018

- Program Director of the Regional Addiction Resource Center grant awarded through NY State Office of Alcoholism and Substance Abuse Services. Responsible for assisting communities in accessing local resources by identifying local prevention resources, local treatment opportunities, recovery services and other supports.
- Worked directly with Executive staff and VP of Policy to advocate, lobby, and perform analysis of health policy on a Local, State and Federal level.
- Served the policy needs and demands of over 150+ non-profit organizations which deliver a wide range of mental and behavioral health services across New York City and NY State.

Massachusetts Division of Insurance

Boston, MA

Senior Health Care Research Analyst

2014-2016

- Reported directly to the Deputy Commissioner. Coordinated the Health Care Access Bureau's efforts to develop qualitative and quantitative reports regarding insured health plans in Massachusetts
- Assist Deputy Commissioner with the implementation of legislative and regulatory changes, including but not limited to, the federal Affordable Care Act (ACA), state and federal Mental Health Parity laws, Cost Containment laws, and any new legislation as required
- Work collaboratively with the Financial Surveillance Unit in the collection, analysis, review and reporting of information associated with Risk-Bearing Provider Organizations' annual risk certification processes. In addition, summarize findings from the review process to advise leadership of status and whether the Division might consider regulatory changes to address findings
- Served as Commissioner on the Drug Formulary Commission, a Governor appointed position. The Commission is est. by MA General Law to identify abuse-deterrent products that insurance carriers will be required to cover within their insured products at the same level as they may be covering non-abuse-deterrent products
- Assisted in Product Review cycle of insured HMOs, insured preferred provider plan, small group/individual insurance plans, and Plan Management Binders submitted for approval for products to be used by BCBS of Massachusetts, Inc. and BCBS of Massachusetts HMO Blue, Inc. in relation to state and relevant federal laws. Evaluate all contracts and provider networks of managed care plans for adherence to the statutes and regulations governing such products in MA. Coordinated form filings with relevant rate filings; assisted in the bi-annual re-accreditation process of MA HMOs.
- Coordinate the development of enhanced consumer materials to inform consumers and other interested parties about choices in the market for health insurance.

Massachusetts Department of Public Health

Boston, MA

Management Analyst II

2013-2014

- Worked within the Office of the Commissioner and provided support for Public Health Council including meeting logistics, communications, and preparation of docket and all related protocols
- Collaborated with several agencies and organizations to implement section 14 of Chapter 224 of the Acts of 2012, "An Act Improving the Quality of Health Care and Reducing Costs through Increased Transparency, Efficiency and Innovation"
- Plan and develop State Health Plan in association with Public Health Planning Council to analyze health care service and facility utilization and need, inventory resources, and generate service maps
- Legislative analysis and research for bills pertaining to the Department and attended several public hearings
- Work in partnership with advisory committee to increase organ donation rates across the Commonwealth; drafted State report of "Massachusetts Organ Transplant Fund" utilization
- Drafting meeting materials, updating record of serious reportable events, analysis and data entry

Broward Regional Health Planning Council

Hollywood, FL

Needs Assessment Team

2012-2013

Reserveage Organics

Gainesville, FL

International Business Development Coordinator

SMR 2011

Abraham & Sweeney, PLLC <i>Executive Administrative Assistant</i>	Fort Lauderdale, FL 2006 – 2011
USF Student Government Computer Services <i>Computer Lab Assistant</i>	Tampa, FL 2008 –2010
University of South Florida <i>Exam Administrator/Proctor</i>	Tampa, FL 2008 –2010

VOLUNTEER EXPERIENCE

Broward Health Hospital– Coral Springs <i>Community Education Center</i>	Coral Springs, FL 2002- 2014
Public Health Student Association <i>Executive Board</i>	Fort Lauderdale, FL 2012-2013
HAITI <i>International Volunteer</i>	Jacmel, HAITI SMR 2011
University of South Florida <i>Teaching Assistant, Department of Foreign Languages</i>	Tampa, Florida 2009-2010
Sigma Sigma Rho Sorority Inc. <i>Community Service Chair</i>	Tampa, Florida 2007-2010
City of Pembroke Pines <i>Intern/ Volunteer</i>	Pembroke Pines, Florida 2004-2010

ADDITIONAL SKILLS AND QUALIFICATIONS

Certifications:

- Covid-19 Contact Tracing course certificate earned through JOHN HOPKINS UNIVERSITY
- Communication & Collaboration for Project Success certificate of completion through CITY OF NEW YORK
- The Associate Professional in Insurance Regulation (APIR) Designation completed through the National Association of Insurance Commissioners (NAIC) Insurance Regulator Professional Designation Program
- Mini-Medical School Certificate of Completion through HARVARD MEDICAL SCHOOL
- Mental Health First Aid USA Certificate

Languages: Fluent and Bilingual in Malayalam, Conversant in Spanish

Computer Skills: Proficient in Microsoft Office programs including Excel, Word, PowerPoint and more; Legal software

Customer Service: Over 15+ years of experience through various positions

AWARDS & HONORS

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| • Dean’s List - Nova Southeastern University | 2012-2014 |
| • Merit Scholarship Recipient - Widener University School of Law | 2011 |
| • Student Government “ <i>Service and Leadership</i> ” Medal | 2010 |
| • Bright Futures Scholarship Recipient | 2006-2010 |
| • Sigma Sigma Rho Sorority Inc. “ <i>Community Service Award</i> ” | 2008-2010 |

REFERENCES

Kevin Patrick Beagan
Deputy Commissioner
Health Care Access Bureau
Massachusetts Division of Insurance
P: (617) 521-7323
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Mina Chang, Ph.D
Deputy Director – Chief
Analytics & Compliance Division
Ohio Department of Aging
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