



LAKE HAVASU CITY

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2330 McCulloch Blvd. N. | Lake Havasu City, AZ 86403
P: (928) 453-4142 | Email: cityclerk@lhcaz.gov



Application for Appointment
(Boards/Commissions/Committees)

Org: Clerk
cc: Mayor Sheehy
Stuart S.
Maria L.

The City Council is responsible to appoint interested citizens to Boards/Commissions/Committees. You must attend the evening City Council meeting when appointment is to be considered and be prepared to answer questions. The City Clerk will inform you of the meeting date.

BOARD OF ADJUSTMENT

Board/Commission/Committee you are applying for:

SECTION I:

Name: **ROBIN HILL** Email: [REDACTED]
Home Address: [REDACTED] Mailing Address: [REDACTED]
City: **Lake Havasu City** State: **AZ** Zip: **86406**
Home Phone: [REDACTED] Work/Alt: [REDACTED]
Number of Years Residing in Lake Havasu City? **9** Currently Employed? ☒ Yes ☐ No

**(If retired, indicate last employer prior to retirement)*

Current Employer: **Perfect Circle Masonry (Owner)** # Years Employed: **6+**
City: **Lake Havasu City** State: **AZ**

Do you have any relatives that are employed with Lake Havasu City? ☐ Yes ☒ No

If yes, explain:

SECTION II:

Have you previously served on a Board/Commission/Committee in another Community? ☐ Yes ☒ No

If yes, indicate the Board, jurisdiction and years served:

Have you previously served on a Board/Commission/Committee in Lake Havasu City? ☐ Yes ☒ No

If yes, indicate Board and years served:

If previously served on a Lake Havasu City Board, have you completed the mandatory board member training?

For "No" or "N/A" responses, please explain: ☐ Yes ☐ No ☐ N/A

Please indicate the member position in which you are applying for: ☒ Regular ☐ Alternate ☐ Student

If applying for the Airport Advisory Board, please indicate your level of skill: ☐ Pilot ☐ Non-Pilot

SECTION III:

Name of High School and/or College**

Degree

Year

****RESUME' ATTACHED**

*** A resume may be attached to show additional education and work experience.*

Civic/Community activities (include civic clubs, volunteer activities, service organization, etc.)

Volunteer Organizer for Lake Havasu City - Havasu Celebrates 50 Years, 2013

Volunteer Event Staff for Lake Havasu Convention & Visitor's Bureau - Lucas Oil Drag Boat Racing Series, October 2013

List additional qualifications or experience you believe qualifies you to be on a Lake Havasu City Board/Commission/Committee

Familiarity with local zoning regulations

Working knowledge of documents and procedures related to: permitting, special inspections, variance & encroachment requests, etc.

Personal experience with Planning & Zoning Commission (successful Parking in Common amendment application, 2016)

Strong interest in civic activities

Why do you want to serve on the Board/Commission/Committee you are applying for?

I am pursuing opportunities for more civic involvement with a direct focus on community planning & development.

By my signature below, and to the best of my knowledge, I certify that the information provided herein is accurate and true.

If submitting this application electronically, please certify your application by typing your name in the Signature field, and check the Confirm Signature box below.

Signature: **Robin Hill**

Date: **February 5, 2019**

Confirm Signature



Print Form

Email to: cityclerk@lhcaz.gov

Robin Hill

██████████ . Lake Havasu City, AZ 86406 . ██████████



RESUME UPDATE – 2019

Perfect Circle Masonry, Lake Havasu City, AZ
Owner

April 2012 – Current

In 2012, I accepted a new professional challenge when my husband and I opened Perfect Circle Masonry, a masonry and concrete construction company. Although I had no prior experience starting a business, I took it upon myself to manage the practical and legal start-up requirements, including: 1) market research and business plan conception, 2) forming our LLC, 3) obtaining a "dba" company name, federal employer identification (EIN), Arizona Transaction Privilege Tax (TPT) number, and business licenses, 4) completing the license application for the Arizona Registrar of Contractors, and 5) securing all required bonds and insurance coverages.

My ongoing responsibilities as company owner include all aspects of office management (e.g., bookkeeping, payroll, accounting, phone attendance, materiel/supply ordering,) as well as, customer service, marketing and business development, website building, and regulatory compliance.

In 2015, Perfect Circle Masonry also became a dealer for a carport manufacturer, for which I have become the primary point of contact for sales and customer service, requiring advanced knowledge of product specifications, building requirements, and zoning restrictions for multiple localities.

With over 25 years of wide-ranging professional responsibilities, I consider the following to be some of the most valuable strengths that I bring to the table today:

Accountability	Public Speaking
Responsiveness/Customer Service	Meeting Organization & Facilitation
Marketing/Business Development	Critical Thinking & Problem-solving
Sales Experience	Teaching/Training
Business Communications & Creative Writing	Research & Analysis

Also proficient in:

QuickBooks Premier; desktop version (business accounting)
Microsoft Word (word processing, collateral material)
Microsoft Excel (spreadsheets)
Microsoft PowerPoint (presentations)
Microsoft Access (relational databases)
Adobe Acrobat (forms)
Google Earth (site identification, mapping/illustration)
Squarespace (website publishing & SEO)
Facebook (social media)

DIPLOMAS

University of California, Berkeley
B.A., Anthropology, 1984

University of California, Los Angeles
M.A., Archaeology, 1990

Please see following pages for previous professional experience

Robin Hill

▪ Lake Havasu City, AZ 86406 ▪

A highly motivated, focused professional with a proven track record of achieving and exceeding organizational goals. A strong leader and facilitator, with the ability to develop and foster positive inter-departmental and external relationships.

Twenty years' accumulated experience and responsibility in contract negotiations and management of managed care operations and issues with national health care systems, tertiary medical centers, ancillary providers, and medical groups.

PROFESSIONAL BACKGROUND 1992 – 2012:

Independent Contractor/Consultant

Client: Healthcare Partners Medical Group, Inc.

July 2010 – April 2012

Negotiated new and renewing healthcare service contracts with hospitals, tertiary centers, and ancillary providers on behalf of Healthcare Partners Medical Group, one of the largest medical groups in California. In addition to negotiating contract terms, focused on updates & improvements to service definitions and coding, resulting in more accurate claim payments and dramatically reduced payment disputes. Direct reporting relationship to Matthew Mazdyasni, Executive Vice President and Chief Financial & Administrative Officer.

Client: Torrance Memorial Medical Center

January 2010 – June 2010

Supported hospital's Senior Vice President of Planning & Development with 1206-D clinic model development for specialty physician services. Conducted training and transition of projects to hospital's new Director of Managed Care and Capitated Claims Manager. Assisted with contract negotiations and operational issues during transition period.

Torrance Memorial Medical Center, Torrance, CA

April 1999 – December 2009

Vice President, Payor Relations

Personally responsible for full spectrum of hospital's managed care contracting activities, including preliminary rate modeling & financial analysis, negotiation of contract rate and language terms on behalf of hospital and hospital-based physicians, hospital-wide communication & implementation of negotiated contract terms, maintenance of hospital's contract management & reimbursement audit system, management of reinsurance & third party liability recovery programs related to hospital's capitated risk-bearing contracts, and ongoing analysis and reporting of financial performance of all hospital's fee-for-service and risk-bearing contracts with health plans, governmental agencies, Centers of Excellence networks, and medical groups, together representing 65% of patient revenues. Concurrently, performed and supervised "management services" operations to support the hospital's commercial and Medicare risk-bearing arrangements, including claim processing, compliance audits, and provider contracting.

- Secured 5% - 18% annual rate increases to fee-for-service and capitated agreements; rate increases to hospital's top volume fee-for-service payor contract resulted in more than \$50 million additional net revenue over 10 years.
- Negotiated long-term exclusive arrangements with affiliated medical groups, ensuring stability of referral base and strategic development of community-needed services.
- Acquired new capitation agreements resulting in over 11,000 additional Medicare enrollees assigned to hospital from 2007 - 2009.
- Took over and subsequently maintained loading of rates & terms into hospital's contract Management & Reimbursement Audit system (*QuadraMed*), resulting in 100% improvement in accessibility and integrity of contract performance data.
- Developed and maintained contracted provider network to improve assigned plan enrollees' access to covered ancillary services (transportation, SNF, home health, DMEPOS, etc.) and more effectively manage claim costs related to high-risk tertiary referrals & out-of-network emergency services.
- Selected, implemented & managed hospital's claim processing application (*Parathon*), including set-up and ongoing maintenance of enrollee, provider and benefit databases, provider fee schedules, regulatory reporting mechanisms, claim payment/denial parameters, and electronic claims processing.
- Developed all required policies & procedures for "management services" operations as required under hospital's risk-bearing arrangements.

Good Samaritan Hospital, Los Angeles, CA

June 1997- February 1999

Director, Managed Care

Responsible for acquisition, negotiation, implementation and regional development of contracts with health plans, governmental agencies, and medical groups representing 48% of patient revenues.

- Developed and marketed global (facility/physician) contracting packages for specialty and tertiary programs (including The Heart Institute, Kidney Stone Center, and the Neurosciences Institute).
- Initiated an audit process on patient accounts that recovered more than \$600,000 in underpayments within nine months.
- Acquired over 15 new managed care health plan agreements for hospital and hospital-owned home health agency representing a \$300,000 revenue increase in the first year.
- Analyzed and renegotiated hospital top payor contracts, increasing net revenue for specialty services by 15% - 22%.
- Negotiated conversion of fee-for-service agreements to capitated arrangements resulting in \$400,000 additional net revenue in the first year.
- Selected and directed implementation of contract management and decision support software system.
- Redesigned and managed senior community outreach/education programs, including market analysis, multi-media advertising, staff training, event coordination, resulting in a 15% growth in assigned Medicare HMO enrollees over 18 months.

Tenet Healthcare Corp (formerly OrNda Healthcorp.), Santa Barbara, CA

April 1995 – June 1997

Regional Director, Managed Care - L.A. County/Central Coast

Accountable for the managed care contracting, operations and integration strategies for 10 acute care hospitals, two industrial clinics, two outpatient surgery centers and three home health agencies located in a 300-mile geographic area.

- Responsible for regional and local market managed care and business strategic planning, including physician group affiliation and integration strategies and product line planning.
- Negotiated more than 100 managed care contracts, resulting in 3% - 15% rate increases for targeted services.
- Developed fully integrated delivery networks for participation in the Los Angeles County Two-Plan Model for managed Medi-Cal (Medicaid population); executed 5 major health plan contracts within six months for the newly created network of 1,200 community physicians and 5 affiliated acute care facilities.
- Increased contract compliance and revenue maximization through inter-departmental education that resulted in a single quarter net revenue gain of over \$280,000 for one acute care facility.
- Created managed care "teams" at each acute care facility that resulted in improved patient flow and revenue recovery through development of new interdisciplinary policies and procedures.

United Western Medical Centers, Santa Ana, CA

October 1992 – April 1995

Director, Contract Management (1994 – 1995)

Manager, Payor Relations (1993-1994)

Coordinator, Managed Care Contracting (1992-1993)

As Director, Contract Management, directed managed care contracting and related operational activities for a three-facility non-profit healthcare system, including a county-designated trauma unit, transplant services, mental health unit, skilled nursing facility and two independent physician organizations.

- Acquired 12 new managed care agreements netting more than \$450,000 additional fee-for-service and capitation revenue in the first year.
- Led the development of integrated delivery networks, adoption of policies and procedures, and organization of 7 physician-hospital consortia (PHCs) for participation in Orange County's CalOPTIMA program (Medicaid population).
- Assisted with product line development and marketing of facility carve-out programs including, kidney transplant, stereotactic surgery, hyperbaric oxygen treatment, and mental health.
- Initiated ancillary network contracting, provider excess insurance program and risk pool reconciliation processes for hospital's first capitation arrangements.