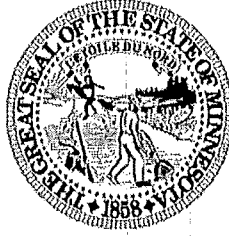


# STATE OF MINNESOTA

Executive Department



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MAY 4 2022

**Governor Tim Walz**

President of the Senate

## NOTICE OF APPOINTMENT

**Nichole Melton-Mitchell**

Congressional District 3

Because of the special trust and confidence I have in your integrity, judgment, and ability, I have appointed you to the office of:

**Member**

**State Arts Board**

Effective: May 4, 2022

Expires: January 5, 2026

This appointment carries with it all rights, powers, duties, and emoluments granted by law and pertaining to this position until this appointment is superseded or annulled by me or other lawful authority or by any law of this State.

Signed and sealed April 29, 2022.



Handwritten signature of Tim Walz in black ink.

Tim Walz  
Governor

Handwritten signature of Steve Simon in black ink.

Steve Simon  
Secretary of State

Replacing: Peggy Burnet

Filed on April 29, 2022  
Office of the Minnesota  
Secretary of State,  
Steve Simon

# NICHOLE MELTON MITCHELL

10073 Toledo Drive North  
Brooklyn Park, MN 55443

(678) 522 – 9272  
nmeltonmitchell@gmail.com

Strategic leader with over 20 years of healthcare operations, P&L and regulatory affairs experience in the Medicare, Medicaid and MMP demonstration spaces. Bachelor's degree in Healthcare Management and a Master's Degree in Healthcare Administration. Results focused, practical professional possessing an exceptional ability to manage strategic initiatives and their associated complex planning and implementation. Diplomatic and tactful with professionals and non-professionals at all levels with a poised and competent communication style and demonstrated ability to easily transcend cultural differences. Core professional competencies include but are not limited to:

- Ability to drive growth and profitability in a highly regulated marketplace.
- Evaluation of business strategy vs. expected/required outcomes
- Work plan development
- Business performance and process improvement
- Multi-product line operations management
- Team building and staff retention

## EXPERIENCE

### CARESOURCE (2021 – Present)

Minneapolis, MN

#### **Vice President, Market Operations**

CareSource is a non-profit health plan focusing on government programs (Medicaid, ACA Marketplace, Medicare-Medicaid contracts, Medicare Advantage and Medicare Duals Special Needs Plans). Today we have a presence in OH, KY, WVA, IN, GA and AR. In my role at CareSource I am responsible for managing day-to-day market operations, leading strategic business reviews with stakeholder groups, developing goals to mitigate program risk, and collaborating with leaders to establish CareSource as the industry leader in member and provider engagement.

### ALLINA HEALTH | AETNA (2018 – 2021)

Minneapolis, MN

#### **Chief Operating Officer**

This company is a startup that is a joint venture between CVS Aetna and Allina Health, one of the largest health systems in the Minneapolis/St. Paul area. My responsibilities include but are not limited to:

- Developing a strategic business plan to achieve goals; and proactively leading complex projects by setting strategic direction and collaborating with partners with others to ensure workflow and interdependencies are successful
- Execution and oversight of an Administrative Master Services Agreement with CVS Aetna, Allina Health and other third-party service providers.
- Ensuring service level targets are met by service providers and leading efforts to resolve any shortcomings
- Oversight of legislative strategy and interfacing with government officials and
- Creation of the company's community and public affairs agenda

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MOLINA HEALTHCARE OF SOUTH CAROLINA (2013 – 2018)

North Charleston, SC

**Associate Vice President, Government Contracts**

I was employee number two for the organization and was responsible for both implementation and ongoing management of two government contracts – Medicaid and MMP. I was successful in several areas as outlined below.

- Key member of a leadership team managing over \$500 million in revenue annually for Medicaid and MMP demonstration lines of business; involved in all critical decisions impacting P&L to include but not limited to revenue, cost containment, products, strategy, and brand positioning.
- Strategic planning process to include the development, implementation and ongoing management of the health plan annual operating plan. The operating plan includes key deliverables for all business units that align with and are designed to achieve outcomes that meet corporate goals and standards.
- Ensuring that all areas within the health plan meet or exceed the contractual obligations imposed by regulatory agencies.
- Representing the organization before state and federal regulatory agencies; and have established strong relationships with leadership across multiple agencies to facilitate business operations.

HEALTHSPRING, A CIGNA COMPANY (2012 – 2013)

Nashville, TN

**Director, Clinic Operations and Quality Improvement**

This was an Enterprise Shared Services level position in which I provided guidance to markets across the country for Medicare Advantage and Medicare D-SNP products.

- Identified improvement initiatives and other innovations to be incorporated into clinical and operational programs, design project, and lead implementation
- Developed, reviewed and revised policies, procedures and workflows to improve clinic efficiencies and outcomes and increase volume; as well as to ensure consistency throughout the clinics owned by the health plan
- Created and implemented quality and compliance programs for the clinics division to include an audit process to ensure that clinics were operating optimally
- Assisted in review of EMR system data to determine whether clinics met standard for meaningful use dollars thereby ensuring an additional source of revenue
- Support the development of operational and clinical workflows, processes and protocols
- Support development of training materials for clinical and administrative staff in the clinics

AVESIS, INCORPORATED (2005 – 2012)

Atlanta, GA

**Vice President, Health Plan Services**

Success in areas for which I was responsible was a large factor in the company garnering more than 10 additional dental and vision clients in the government business (Medicare and Medicaid) space.

- Strategically planned and managed product development, and implementation for government dental and vision programs; and was responsible for ongoing product management
- Performed data analysis from multiple sources in order to determine strategic next steps, and to review plan performance, actual cost of services and profit margins.
- Assisted in securing and implementing new government accounts and developed methods to upgrade existing service.
- Participated in RFP response process, assisted with PMPM pricing and terms and conditions of proposed Medicaid and Medicare Advantage contracts based on provided data, business intelligence and marketplace review
- Fostered communication with both internal and external stakeholders by acting as a liaison between state and federal government agencies, regulatory bodies, clients and the company
- Responded to inquiries, provided requested reports and developed various presentations outlining the administration of the program and its outcomes for a variety of different audiences
- Responsible for network development and negotiated provider terms and rates for high profile providers
- Successfully developed and managed provider contracting, provider services and utilization management team

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AVESIS, INCORPORATED (2005 – 2012) cont.

Atlanta, GA

**Vice President, Health Plan Services**

- Responsible for coordinating efforts between internal areas to ensure that contractual obligations to Medicaid and Medicare Advantage clients involving areas such as operations, reporting, UM, web design and operation, the call center and provider recruitment and retention were met
- Responsible for designing and implementing a method of evaluating all government (Medicaid and Medicare Advantage programs) by determining metrics for measuring success and establishing areas of Quality Improvement
- Assessed work process effectiveness and efficiency and developed workflows to improve efficiencies.
- Created and validated required statutory reporting
- Maintained quality control and client satisfaction

**EDUCATION**

UNIVERSITY OF DENVER STURM COLLEGE OF LAW – Denver, CO  
**Juris Doctorate, in progress with a graduation date of May 2022**

CLAYTON STATE UNIVERSITY – Morrow, GA  
**Masters, Healthcare Administration**

CLAYTON STATE UNIVERSITY – Morrow, GA  
**BS, Healthcare Management**

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President of the Senate

**Nichole Melton – Mitchell**  
10073 Toledo Drive N  
Brooklyn Park, MN 55443  
678.522.9272  
nmeltonmitchell@gmail.com

July 19, 2021

Re: At Large Member Position – Minnesota State Arts Board

Dear Governor Walz:

I am writing to express my interest in becoming a member of the Minnesota State Arts Board. I have had a lifelong love affair with the arts, beginning with my taking flute lessons at age 8. Throughout my childhood and adolescence, I explored the arts in a variety of ways: I participated in a mime troupe in high school; I played the flute, French horn, and piano; and I attended both the Cincinnati Symphony Orchestra and the Cincinnati Ballet (my mother was a subscriber to both). As a child, I believed that everyone saw the arts as an essential part of our community, and that participation in the arts was an opportunity afforded to everyone. As an adult I realize that that is not the case. And while I still take piano lessons as an adult, have instilled a love of the arts in my children (one plays the baritone, one the guitar and the other does creative writing and is publishing her own novel with accompanying video advertising), and am an avid consumer of the arts, I want to do more to enhance public understanding of the value of the arts. Lives are transformed by the arts!

I am aligned with the Board's goals that the arts be interwoven into every facet of community life; that Minnesotans believe the arts are vital to who we are; and that people of all ages, ethnicities, and abilities participate in the arts. To achieve those goals, I believe that we must foster trust by being responsible stewards of public funds leveraged to support the arts. As my resume will show, throughout my professional career I have had the privilege and responsibility of managing and being a good steward of public funds in my roles at various Medicaid and Medicare health plans. That has taken an analytical mind and sometimes having to make tough decisions. But that is what must be done to ensure that there are sufficient resources to meet the healthcare needs of some of our most vulnerable citizens. That work correlates to my ability to be an asset in ensuring sufficient governance and resources by leveraging public funds to sustain the arts and artists through work on the Board.

I am excited about the potential this opportunity brings for me to contribute to advancing the arts, and welcome engaging in any feedback or discussion. I may be reached by phone at 678.522.9272 or via email at [nmeltonmitchell@gmail.com](mailto:nmeltonmitchell@gmail.com).

Sincerely,



Nichole Melton – Mitchell

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President of the Senate

**Part I: Position Sought**

Agency Name: Minnesota State Arts Board  
Position: At-large Member

**Part II: Applicant Information**

Name: Mrs. Nichole Michelle Melton Mitchell  
Phone: (678) 522-9272  
County: Hennepin  
Mn House District: 36B  
US House District: 3  
Recommended by the Appointing Authority: False

**Part III: Appending Documentation**

**Cover Letter and Resume**

Type	File Type
Cover Letter	application/pdf
Resume	application/pdf

**Additional Documents (.doc, .docx, .pdf, .txt)**

Type	File Name
No additional documents found.	

Veteran: No Answer

**Part V: Signature**

Signature: Nichole Michelle Melton Mitchell  
Date: 7/19/2021 8:16:31 AM

EVO PDF Tools Demo

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MAY 4 2022

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