



Nate Smith is a retired US Army infantry officer with 31 years' service, retiring at the rank of Colonel. He commanded units from platoon to Brigade size. He served in, or in support of Operations Desert Storm, Enduring Freedom, Iraqi Freedom, and others. Nate has also worked extensively in the civilian sector as a sales and operations director before coming to the VA in 2013. Nate worked as the Office of Community Care Enterprise Risk and Internal Controls officer for two years, was the department manager for the Support Claims Processing Department for two years and has been in his current role as National Provider Experience Manager since October of 2017. From 2014 to 2016 he volunteered with the Colorado chapter of VetRest, a 501(c)(3) charitable organization supporting veterans with PTSD. In his current role as the VA National

Provider Experience Manager, Nate oversees eight Regional Provider Experience Managers across the country. His team focuses on provider payment resolution of VA and Choice program claims, review of network adequacy, and provider outreach and education. His team is preparing for the award and implementation of the Community Care Network (CCN) contract award and the MISSION act. He has an MBA from the University of Colorado and a Masters in Strategic Studies from the US Army War College.