



Job Code: 5386

Grade: 24

HCWR: N

Job Title

Director of Provider Relations

Department

Managed Care

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Director of Provider Relations will lead and ensure compliance with Cook County Health (CCH) Health Plan policies and standards, government laws, regulations and association interaction for Provider Relations. Responsible for the oversight and leadership of a team of provider relations staff accountable for the day-to-day relationship management and service administration with contracted and non-contracted providers of the CCH Health Plan. Additionally, this position is responsible for assisting with strategic leadership, financial and administrative oversight of managed care servicing and customer service to all providers within the CCH Health Plan.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Leads the Provider Relations staff providing direction.
- Meets with Key stakeholder provider accounts quarterly or on as needed basis to address engagement concerns in areas such as claims, provider administration etc.
- Accounts for the development of a strategic provider engagement plan that addresses the development, maintenance continuance of positive provider relationships with all
- contracted PCP, PCP group, specialist and specialty group providers, hospital, skilled nursing, ancillary, dental, vision and other contracted groups of the health plan.
- Providers training on health plan policies and provider manuals, provider data submission support, provider claim inquiries, provider notice development and deployment.
- Leads in oversight committees with key provider groups and will work closely to develop the health plan's portfolio of participating provider initiatives to enhance revenue and member access.
- Manages relationships with non-contracted entities serving health plan members explaining limitations and policies around serving enrolled Members of health plan.
- Responsible for management of monthly/quarterly provider data submission for contracted entities of the health plan.
- Creates educational documents to current providers on health plan policies including provider manual, quick reference guides, provider directory accuracy and payment policy updates.
- Updates website information for providers/internal customers monthly to ensure health plan is compliant with regulatory policies.
- Ensures provider data management team members receive provider data information to load in appropriate data system for health plan.
- Reports on provider cost, participation and outcome data at joint operating committee meetings with designated providers groups.
- Provides assistance to contracting team in identification of new providers for participation in health plan network.
- Coordinates with Third Party Administrators (TPA), if needed.
- Identifies and recommends appropriate changes in operating procedures and systems that might be required to accommodate provider contracts.
- Develops and maintains quarterly management reports for Health System Senior Management analyzing managed care activities, contract trends, costs and profitability.



Typical Duties

- This position may require some travel within CCH service area.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Five (5) years of prior experience in Provider Relations within a healthcare organization or health plan
- Three (3) years of experience managing and/or supervising staff in a managed care environment
- Three (3) years of experience working with contracted and non-contracted providers in Medicare, Medicaid, Market Place (i.e., Affordable Care Act), Commercial and/or Medicare Medicaid Alignment Initiative
- Proficiency with Microsoft Office (i.e., Excel, Word)

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- Strong verbal and written communication skills as this position will frequently present data, trends and performance results to members of upper management and CCH leadership.
- Strong problem-solving skills used to anticipate and identify issues and to develop and implement appropriate solutions related to complex administrative processes.
- Strong interpersonal skills are critical as this position works closely with health plan network provider, and internal members of the managed care leadership team, and other members of CCH leadership.

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.