



**Job Code:** 6062

**Grade:** 23

**HCWR:** N

**Job Title**

Enrollment/Retention Manager

**Department**

Health Plan Services

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

**Job Summary**

The Enrollment/Retention Manager is responsible for establishing policies, procedures, and operational practices to encourage enrollment into the Cook County Health (CCH) sponsored managed care plans, and to devise and implement strategies to retain membership.

**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

*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**

- Oversees and directs the activities of the contractors who interface with members.
- Anticipates and identifies problems related to marketing and enrollment activities. Issues may include situations where policy or procedures are incompatible with System goals, ineffective or inefficient in building and maintaining member enrollment.
- Closely monitors contractor duties to ensure contract compliance and contractor commitment to assuring all activities are performed in a manner to enhance the member experience and to assure member satisfaction consistent with CCH health plan policies and operational procedures and standards.
- Monitors activity measures and performance indicator reports from contractors. Identify accomplishments and areas of concern. Meet regularly with contractor leadership to discuss successes, problem areas and contract compliance with an eye to continuous improvement.
- Identifies and reports to CCH leadership patient and member satisfaction concerns.
- Monitors and oversees CCH media and outreach activities.
- Ensures the timely intervention of member issues in order to enhance customer satisfaction and retention.
- Recommends and implements changes in guidelines, procedures, policies to comply with changes in federal and state regulatory requirements or to improve efficiencies and performance.
- Performs other duties as assigned.

### **Minimum Qualifications**

- Bachelor's degree from accredited college or university
- Three (3) years of total experience in a government organization or in a Managed Care health plan to include Medicaid and Medicare
- Two (2) years or more experience related to Medicaid and/or Medicare eligibility policy, health plan marketing, or enrollment procedures
- One (1) year of supervisory and/or management experience with responsibility for operations oversight and or policy establishment
- Prior experience with planning and quality improvement practices in business operational areas

### **Preferred Qualifications**

- Experience with member services and or patient satisfaction quality and process improvement projects

### **Knowledge, Skills, Abilities and Other Characteristics**

- Strong interpersonal skills necessary for establishing and continuing contractor relations
- Strong verbal and written communication skills
- Strong project management skills
- Formal training in quality and process improvement methods
- Proficiency with Microsoft office (Word, Excel, Access, PowerPoint, etc.)



**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.**