



Job Code: 6066

Grade: 23

HCWR: N

Job Title

Manager of Provider Relations

Department

Managed Care

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

Job Summary

The Manager of Provider Relations is responsible for the 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 Cook County Health (CCH) health plan. Provides support with financial and administrative oversight of managed care servicing and customer service to all providers within the CCH service areas.

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

- Manages the Provider Relations staff responsible for the day-to-day interaction with contracted and non-contracted providers of the health plan
- Accounts for the daily maintenance of 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
- Acts as second level escalation point for provider disputes for contracted and noncontracted providers
- Manages relationships with non-contracted entities serving health plan members explaining limitations and policies around serving enrolled Members of health plan
- Manages monthly/quarterly provider data submission for contracted entities of the health plan
- Manages the provider education process for new and 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.
- Works with provider data management to ensure provider data information is properly loaded and codified through use of Plan approved documents
- Organizes reports on provider engagement, cost and outcome data at joint operating committee meetings with specific designated providers.
- Manages the process through which the contracting team is made aware 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 analyzing managed care activities, contract trends, costs and profitability.
- 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
- Three (3) years of prior experience in Provider Relations within a healthcare organization or health plan
- One (1) year of experience managing and/or supervising staff
- One (1) year 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

- Knowledge and proficiency with Microsoft Office (i.e., Excel, Word)
- 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.