



**Job Code:** 8027

**Grade:** 24

**HCWR:** Exempt

**Job Title**

Deputy Director of Managed Care

**Department**

Managed Care

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

**Job Summary**

The Deputy Director of Managed Care supports the Executive Director of Managed Care and the entire Managed Care leadership team in the implementation and management of the Cook County Health & Hospitals System (CCHHS) sponsored health plan(s). The position is responsible for ensuring the strategic priorities and work plans established by the Executive Director are implemented and achieved. The Deputy Director is expected to assume primary leadership accountability for core elements of the health plan(s) operations, aligning activities CCHHS' overarching strategic plan goals and objectives.

**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**

- Develop and implement CCHHS managed care strategic direction and major policies with the Executive Director
- Serve as a "second-in-command" go-to leader for all Managed Care Department activities in the absence of the Executive Director
- Support the Executive Director in the day-to-day operations of the CCHHS managed care health plan(s) and its contractors
- Assume leadership and management oversight for defined functional areas of the health plan, including activities which require cross-departmental planning and support
- Ensure compliance with all relevant regulatory agencies and accrediting bodies
- Ensure optimal fulfillment of the health system mission and philosophy in response to the identified needs of the community and health plan partners
- Establish productive relationships with existing and emerging healthcare financing entities including, but not limited to, Medicaid, Medicare, health plans and other healthcare payers
- Conduct all of the above consistent with established ideals, standards, and policies of the health system and the ethics of the profession of health plan administration

### **Reporting Relationship**

The Deputy Director of Managed Care reports to the Executive Director of Managed Care.

### **Minimum Qualifications**

- Bachelor's Degree
- Ten (10) years of progressively responsible experience in the health care industry
- Five (5) years of experience in a senior level leadership role within a health plan or health care provider that serves low-income, Medicaid-eligible clients
- Familiarity and experience working for or with Federally Qualified Health Centers

### **Preferred Qualifications**

- Knowledge of managed care practices, utilization and care management, accounting, provider networking and member services
- Experience with government contracting



**Preferred Qualifications**

- In-depth knowledge of:
- Relevant regulatory requirements associated with contracts including government program guidelines and regulations
- Professional reimbursement methodologies, including full professional capitation and risk sharing/incentive plans
- Proficient in Word, Excel and PowerPoint

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

- Ability to delegate responsibility to the managed care leadership team, allowing them the room to identify ways and means to accomplish specific goals and objectives
- 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 will have extensive interface with external and internal stakeholders, including the members and CCHHS leadership and the CCHHS Board of Directors. Must have a diplomatic demeanor. Ability to lead and motivate teams
- Strong negotiation and problem resolution skills (good listener open to new ideas)
- Strong verbal and written communication skills as this position will frequently be called upon to resolve disputes, present data, trends, and performance results to members of upper management and CCHHS leadership
- Innovative and creative leadership style
- Strong project management skills
- Strong knowledge of Microsoft Office products (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.**