



Job Code: 8037

Grade: 24

HCWR: N

Job Title

Department

Director of Enrollment and Outreach, Managed Care

Managed Care

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

Job Summary

The Director of Enrollment and Outreach, Managed Care is primarily responsible for the leadership and direction of all enrollment and outreach activities for Cook County Health & Hospitals System (CCHHS) Managed Care. This position oversees the daily activities and operations necessary to build a network of eligible patients to participate in the County 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

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

- This position is responsible for establishing and administering enrollment policies and procedures for all CCHHS managed care arrangements and, as directed, for other CCHHS networks
- Oversees CCHHS application assistance vendor contract to ensure their daily operations and enrollment processes are the most efficient and effective methods utilized in enrollment activities
- Works in collaboration with the Director of Managed Care and System Transformation and the managed care leadership team to establish short term and long term enrollment goals
- Assures all planning and implementation activities are conducted in collaboration with stakeholders throughout the CCHHS system - Carelink, patient access, finance, ACHN, PCMH services, and contracted providers
- Assures continuous improvement in all related administrative activities through establishment, monitoring and updating of internal and contractor performance measurements
- Serves as a subject-matter-expert and liaison to state and federal personnel on eligibility policy and enrollment requirements related to Medicaid, Medicare, All Kids, Family Care, and the Affordable Care Act and other public or private coverage programs
- Coordinates all outreach activities with CCHHS public relations and marketing staff
- Provides continuous flow of complex information and work results to Managed care leadership
- Fields and promptly responds to questions and concerns presented by CCHHS leadership, CCHHS Board, Cook County leadership, enrollees, the public and others
- Performs other related duties as requested by the Director of Managed Care and System Transformation

Reporting Relationship

Reports to the Chief Executive Officer, Health Plan Services

Minimum Qualifications

- Bachelor's Degree in Health Care Administration or related field of business, or an Advanced Degree
- Seven (7) years of experience in a management or leadership capacity
- Three (3) years prior experience designing and implementing healthcare enrollment / recruitment strategies for low-income individuals
- Strong knowledge of eligibility policy and enrollment procedure related to Medicaid in Illinois
- Prior experience with quality improvement initiatives

Preferred Qualifications

- Master's Degree
- Experience with and/or worked for a Federally Qualified Health Center

Knowledge, Skills, Abilities and Other Characteristics

- Strong problem solving skills used to anticipate and identify issues and to develop and



Knowledge, Skills, Abilities and Other Characteristics

implement appropriate solutions related to complex administrative processes

- Strong interpersonal skills are critical for enrollment and outreach activities as well as for building relationships with internal managed care team members and CCHHS leadership
- Strong verbal and written communication skills as this position will frequently present data, trends and performance results to members of upper management and CCHHS leadership
- 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.