



Job Code: 8046

Grade: 24

HCWR: Exempt

Job Title

Director of Network Relations, Managed Care

Department

Managed Care

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

Job Summary

This position is responsible for leadership and oversight of the provider network system for all plans operated by the Cook County Health and Hospitals System (CCHHS). This includes current and future government, exchange and commercial plans. The Director is responsible for leading all aspects of professional provider network development and management including network strategy, market expansion, contracting, provider relations and operations to support provider service, payment and provider education. Responsible for ensuring network compliance with government program contracts requirements. Work in partnership with the Directors of Operations and Medical Management to provide oversight, coordination and/or be directly responsible for financial, clinical, quality improvement, network performance analysis, capitation and eligibility and encounter reporting.

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

- Support the Executive Director with the development and implementation of the CCHHS managed care strategic direction and major policies
- Responsible for the leadership, direction and oversight of the provider network system for government, exchange and commercial HMO products
- Lead the development and implementation of network strategies and goals to support program strategy and government program requirements
- Responsible for ensuring an adequate professional network is maintained in the service areas, identifying network deficiencies and developing appropriate action plans
- In partnership with the Director of Medical Management and Medical Director, lead the development of network related performance improvement initiatives through the design and implementation of provider incentive arrangements
- Responsible for overseeing and improving network management operations to achieve performance standards and budgets
- Responsible for representing CCHHS in interaction and negotiation and building and maintaining relationships with the provider network to achieve designed provider partnerships
- 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 Director of Network Relations reports to the Chief Executive Officer, Managed Care.

Minimum Qualifications

- Master's Degree
- Ten (10) years of progressively responsible experience in the health care industry
- Seven (7) years of experience in position with demonstrated leadership/supervisory abilities and skills



Minimum Qualifications

- 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
- In-depth knowledge of:
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- 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

- Expert research, problem solving, and analytic skills, including the ability to analyze and understand health policy trends from the perspective of multiple Medicaid, Medicare and managed care policy and program stakeholders
- Strong writing and editing skills, including experience in developing short issue briefs and memos and longer reports, as well as the ability to explain complicated policy concepts and quantitative results in a concise manner
- Excellent verbal communication and presentation skills
- Advanced Word, Excel, and PowerPoint skills
- Ability to lead and work in teams with a positive, professional, and solution-oriented attitude
- Experience in managing complex projects and meeting deadlines

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.