

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 8079
Grade: 24

Standard Job Description

Job Title
Chief Medical Officer, Managed Care

Department
Managed Care

Job Summary

This position oversees all medical care and medical management utilization review activities for the Cook County Health & Hospitals System (CCHHS) sponsored health plan serving Medicaid recipients or any other government sponsored program.

The Chief Medical Officer, Managed Care (CMO, MC) oversees the health care needs of the membership while ensuring balance of the overall managed care costs.

The position serves as the principal medical policy advisor to the managed care leadership, as well as CCHHS leadership, for managed care members. The incumbent provides professional leadership and direction to the utilization/cost management and clinical quality management functions.

The position represents managed care to all in and out of network providers that serve managed care members.

The position assists CCHHS leadership in monitoring and developing capacity for primary care and specialty care services reflects the needs of current and anticipated managed care members.

This position establishes collaborative working relationships with other managed care functions that interface with the contracted Third Party Administrator such as medical management, provider relations, member services, and managed care operations and administration. Assists in short and long range program planning, total quality management and building external relationships.

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

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 CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

General Administrative Responsibilities continued

Supervision

- Direct and effectuate CCHHS management policies and practices
- Access and proficiently navigate CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Management

- Contribute to the management of CCHHS staff and CCHHS' systemic development and success
- Discuss and develop CCHHS system policy and procedure
- 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

- Responsible for ensuring managed care members receive quality, cost effective health care
- Designs and implements managed care policies, goals and objectives
- Plans, organizes, and directs the medical services Managed care program, consisting of all primary and specialty services for in-patient, out-patient, preventive and wellness programs
- Monitors and works with providers to develop and maintain appropriate capacity for these services to meet the needs of members
- Provides professional leadership and direction to the functions within the Medical management department (Utilization, Clinical Quality Management and Credentialing)
- Supports collaborative relationships with physicians and hospitals
- Establishes, evaluates, and modifies medical decision-making policies and review criteria, as appropriate
- Participates in the Appeals and Grievance process to assure timely, accurate responses to members
- Creates strategic opportunities to control cost and increase quality
- This position may serve as a member or chair the following committees:
 - Quality Management Committee
 - Credentialing Committee
 - Physician Advisory Panel
 - Other committees, public and internal, as assigned
- Performs other duties as deemed necessary by the CCHHS Chief Executive Officer, Managed Care

Reporting Relationships

Reports to the Chief Executive Officer, Managed Care

Minimum Qualifications

- Doctorate Degree in Medicine
- Board certification by an American Board of Medical Specialties (ABMS) recognized specialty board

Minimum Qualifications continued

- Active, unrestricted medical license – either Doctor of Medicine (MD) or Doctor of Osteopathic Medicine
- Five Years of clinical practice
- Prior experience with the development and implementation of clinical practice guidelines
- Experience with low income populations, including Medicaid, under and uninsured persons, dual eligible (Medicaid/Medicare)
- Knowledge of relevant regulatory and accreditation agencies and requirements

Preferred Qualifications

- Experience with Disease Management, Quality Management, and Pharmacy Management
- Certification by the American Board of Quality Assurance and Utilization Review Physicians or the American Board of Medical Management
- Master’s in Public Health, MBA or MA

Knowledge, Skills, Abilities and Other Characteristics

- Must possess excellent communications skills to interface with providers, staff, and management
- Short-term and long term planning skills
- Leadership skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)

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.

Approval:

James Kiamos
Chief Executive Office, Managed Care

Date

Approval:

Barbara Pryor
Deputy Chief of Human Resources

Date

