



Job Code: 8109

Grade: 24

HCWR: N

Job Title

Director of Provider Data Management

Department

Health Plan Services

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

Job Summary

The Director of Provider Data Management is responsible for the leadership and oversight of the provider data management department and staff for the Health Plan. The Director of Provider Data Management works with our provider network, Third Party Administrator (TPA), and all business units including operations, clinical services, provider relations, and finance to ensure operational quality processes are implemented. This position will be responsible for collaborating with Information Technology and Business Intelligence to develop a system application for CountyCare and Health Plan Services to meet business requirements and compliance with government program contracts such as Medicaid and Medicare.

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

- Leads the development of a provider data management department to ensure all service levels are met, quality of data is accurate, and systems are efficient for increased performance and outcomes.
- Manages all incoming provider data files and assign to staff for validation and processing.
- Maintains provider data and conduct routine audits to ensure data integrity.
- Streamlines provider data collection and analysis procedures to ensure timely data upload.
- Communicates with Chief Operating Officer, Health Plan Services about changes or requirements related to provider data quality.
- Makes recommendations for software, hardware and data storage upgrades.
- Develops policies and procedures to ensure compliance and adherence to health plan reporting and regulatory requirements related to provider data management.
- Responsible for the leadership, direction and oversight of the provider data management system as the source of truth for claims, directory, finance, clinical and operations functions of the health plan.
- Responsible for ensuring an accurate provider data is maintained in the service areas, identifying network deficiencies and developing appropriate action plans.
- Ensures compliance with policies and procedures, state and federal laws, regulations and contracting standards.
- Participates in the interviewing, hiring, training, and development of staff.
- Remains current on emerging trends and strategies impacting integrity of network data management.
- Functions as a liaison between the provider network, TPA, and health plan. Provides problem analysis and problem resolution at both a strategic and functional level
- Performs other duties as assigned.

Reporting Relationship

Reports to the Chief Operating Officer, Health Plan Services

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Five (5) years of experience in Medicaid and Medicare Managed Care provider data



Minimum Qualifications

- management or provider data operations
- Three (3) years of experience supervising and/or managing staff
- One (1) year of database management experience including system application development
- Proficient in Microsoft Office (Word, Excel and PowerPoint) including V-Looks and pivot tables

Preferred Qualifications

- Master's degree from an accredited college or university
- Five (5) years of experience in healthcare sector at Managed Care or Preferred Provider Organization (PPO)

Knowledge, Skills, Abilities and Other Characteristics

- Strong knowledge of regulatory requirements concerning Medicare, Medicaid and commercial health insurance.
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups.
- Strong negotiation and customer service skills.
- Excellent analytical skills including ability to identify unusual variation in medical costs and to access impact of change.
- Strong demonstrated leadership skills to implement change and drive business results.
- Strong people management skills and facilitative skills.
- Ability to influence others in a desired direction towards the achievement of profitable and rewarding objectives.
- Ability to maintain a professional demeanor and composure when challenged.
- Ability to prioritize, plan and organize projects and tasks.

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.