

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



Job Code: 8110
Grade: 24

Standard Job Description

Job Title
Director of Psychiatry, Managed Care

Department
Managed Care/County Care

Job Summary

The Director of Psychiatry, Managed Care directs and oversees all behavioral health medical management activities of County Care, the Cook County Health & Hospitals System (CCHHS) sponsored health plan serving Medicaid recipients or any other government sponsored program. Oversees the behavioral health care needs of the members while ensuring balance of the overall managed care costs. Serves as the principal behavioral health policy advisor to the managed care leadership, as well as CCHHS leadership, for managed care members. Provides professional leadership and direction to the utilization/cost management and clinical quality management functions. Assists CCHHS leadership in monitoring and developing capacity for behavioral health care services that reflect the needs of current and anticipated managed care members. 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

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

General Administrative Responsibilities continued

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

- Directs and oversees all behavioral health medical management activities.
- Develops and monitors the behavioral health care services that reflect the needs of current and anticipated managed care members.
- Ensures compliance with all regulatory reporting requirements and standards of care.
- Reviews treatment plans for quality and medical necessity.
- 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.
- 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.
- Participates in the interviewing, hiring, and evaluating performance of managed care staff as needed.
- 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.
- This position may serve as a member or chair the following committees: Quality Management Committee, Credentialing Committee, Physician Advisory Panel, and other committees, public and internal, as assigned.
- Performs other duties as needed.

Reporting Relationships

Reports to the Chief Medical Officer, Manager Care

Minimum Qualifications

- Doctor of Medicine (MD) from an accredited college or university
- Board certification in Psychiatry
- Licensed as a physician in the State of Illinois or eligibility to obtain license prior to starting employment.
- Illinois and Federal controlled substance license or eligibility to obtain license prior to starting employment
- Five (5) years of clinical practice experience in a primary care setting
- Two (2) years of managed care medical administration experience

Preferred Qualifications

- Prior managed care experience including HMOs, PPOs, PHOs, risk arrangements, capitation, peer review, performance profiling, outcome management, care coordination, pharmacy management, and patient centered medical home concept

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and understanding of all aspects of managed care, including HMOs, PPOs, PHOs, risk arrangements, capitation, peer review, performance profiling, outcome management, care coordination, pharmacy management, and patient centered medical home concepts
- Knowledge in the use and application of Microsoft Office products (Word, Excel, PowerPoint)
- Excellent interpersonal, 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 customer service and empathy skills
- Demonstrate analytical and organizational, problem-solving, critical thinking, and conflict management/resolution skills
- Demonstrate attention to detail, accuracy and precision in decision making
- Demonstrate short-term and long-term planning skills
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to adhere to department policies and standards utilizing best practices
- Ability to function autonomously and as a team member in a multidisciplinary team
- Ability to train by presenting concepts and demonstrating tasks
- Ability to navigate in a corporate matrix environment

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:

_____ Date
James Kiamos
Chief Executive Officer, Managed Care

Approval:

_____ Date
Barbara Pryor
Deputy Chief of Human Resources