



Job Code: 8122

Grade: 24

HCWR: N

Job Title

Senior Director of Network Management

Department

Health Plan Services

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

Job Summary

The Senior Director of Network Management manages physician and hospital contracting; network development and provider service functions for developing and executing a provider network strategy supporting Health Plan Services across all product lines including Medicaid and Medicare. Works in concert with medical management, sales, and finance developing actions to meet market growth and medical cost targets. Leads and develops strategy for provider relations across all products.

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

- Manages physician and hospital contracting, network development and provider service functions for developing and executing a provider network strategy supporting Health Plan Services.
- Oversees and directs strategy for provider relations including meeting regulatory requirements and directing interactions with providers on growth, quality, and financial objectives of the health plans
- Builds a comprehensive network strategy to support market growth and medical cost targets to include service area expansion and new product launches.
- Assists in the training, development, and oversight network development staff.
- Works with multiple departments developing actions to meet market growth and medical cost targets.
- Builds a comprehensive network strategy to support market growth and medical cost targets to include service area expansion and new product launch.
- Negotiates managed care contracts with physicians, hospitals, and ancillary services on both a fee for service and risk basis.
- Analyzes cost and utilization data to develop specific actions to manage medical cost trend.
- Develops practices to educate and assist risk partners in managing financial risk.
- Performs other duties as assigned or directed.

Reporting Relationship

Reports to the Executive Director of Network Management

Minimum Qualifications

- Bachelor's degree from an accredited college or university.
- Five (5) years of experience in managed care provider/hospital/ancillary contracting and network development.
- Five (5) years of management experience.
- Proficiency using Microsoft Office.

Preferred Qualifications

- Master's degree from an accredited college or university.
- Eight (8) years of work experience in the healthcare sector at a managed care or Preferred Provider Organization (PPO).
- Prior experience working at a Medicaid or Medicare Health Plan

Knowledge, Skills, Abilities and Other Characteristics

- Strong knowledge of regulatory requirements concerning Medicare, Medicaid and commercial health insurance. Superior negotiation and customer service skills.
- 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



Knowledge, Skills, Abilities and Other Characteristics

assess impact of change.

- Demonstrated leadership to implement change and drive business results.
- Strong people management and facilitative skills.
- Intermediate computer skills.
- Able to clearly present information orally and/or influence others through oral presentation in positive or negative circumstances.
- Able to write effectively and to extract information from written materials.
- Able to work with people in such a manner as to build up high morale and obtain group commitments to goals and objectives.
- Able to organize or schedule people or tasks; to develop action plans leading to specific goals and to plan effectively.
- Able to influence the actions and opinions of others in a desired direction; to exhibit judgment in leading others to profitable and rewarding objectives.
- Able to take action in solving problems while exhibiting judgment and a systematic approach to decision making; to identify the important dimensions of a problem, determine potential causes, obtain relevant information, and specify alternate solutions.
- Ability to push/pull up to 20 lbs.
- Ability to use computer screen and keyboard

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.