



**Job Code:** 8151  
**Grade:** 24  
**HCWR:** N

**Job Title**

Chief Administrative Officer, Health Plan Services

**Department**

Health Plan Services

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

**Job Summary**

The Chief Administrative Officer, Health Plan Services (CAO, HPS) leads a Cook County Health (CCH) sponsored health plan in an environment of major healthcare reform within a competitive market driven atmosphere. This position is responsible for the overall leadership and administration of programs and services provided by the managed care health plan. The CAO, HPS ensures that all managed care products and services are in alignment with the CCH strategic plan goals and objectives and that Managed care mirrors the CCH mission, vision, and core values throughout the community. The position ensures the overall quality for delivery of medical services meets or exceeds appropriate standards.

**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**

- The CAO, HPS works closely with the health system leadership and Medical Staff (including contracted providers) in developing the CCH managed care strategic direction and major policies
- The CAO, HPS is responsible for leading the day-to-day operations of CountyCare and its contractors; and serves as the CountyCare CEO
- Ensures the delivery of high-quality care and operational efficiency within the CCH managed care plan
- Assures sound fiscal operation of CCH managed care while promoting services that are produced in a cost-effective manner
- Ensures compliance with regulatory agencies and accrediting bodies while continually monitoring the organization's service and delivery system
- Ensures optimal fulfillment of the health system mission and philosophy in response to the identified needs of the community
- Establishes and develops productive relationships with existing and emerging healthcare financing entities such as Medicaid, Medicare, health plans and other healthcare payers
- Establishes and attains challenging and achievable patient care, safety, education, and community service goals while ensuring financial viability
- Ensures accountability for demonstrated commitment to improving community health status and addressing societal issues that contribute to poor health, as well as personally working for the betterment of the community-at-large
- Ensures CCH managed care system complies with regulations governing Medicaid health plans
- Fosters a smoothly functioning, efficient organization through anticipating problems and the timely and effective resolution of disruptions
- Conducts 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**

Reports to the Chief Administrative Officer and is accountable to the CCHHS Board for the successful implementation of the health plan.



**Minimum Qualifications**

- Bachelor's degree
- Minimum ten (10) years of progressively responsible experience in the health care industry
- Minimum of seven (7) years' experience in a senior level leadership role within a health plan that has served low income and/or Medicaid clients, or as a senior level member of an urban publicly supported health system
- Minimum five (5) years' experience in a multi-faceted, multi-service provider setting
- Prior experience establishing and/or developing productive relationships with existing and emerging healthcare financing entities such as Medicaid, Medicare, health plans and other healthcare payers
- Familiarity and experience working for or with Federally Qualified Health Centers

**Preferred Qualifications**

- NA

**Knowledge, Skills, Abilities and Other Characteristics**

- Ability to delegate responsibility to the managed care leadership team, allowing them the room to identify ways and means to accomplish specific goals and objectives
- Strong problem-solving skills used to anticipate and identify issues and to develop and implement appropriate solutions related to complex administrative processes
- Strong interpersonal skills are critical as this position will have extensive interface with external and internal stakeholders, including the members and CCH leadership and the CCH Board of Directors. Must have a diplomatic demeanor. Ability to lead and motivate teams
- Strong negotiation and problem resolution skills (good listener open to new ideas)
- Strong verbal and written communication skills as this position will frequently be called upon to resolve disputes, present data, trends, and performance results to members of upper management and CCH leadership
- Innovative and creative leadership style
- Strong project management skills
- Strong knowledge of Microsoft Office products (Word, Excel, Access, PowerPoint, etc.)

**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.**