



Job Code: 8171
Grade: 24
HCWR: N

Job Title
Plan President, CountyCare

Department
Health Plan Services

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

Job Summary

The Plan President, CountyCare will lead the overall administration and operations of programs and services for the CountyCare product line within Health Plan Services. This role has overall performance accountability for the specific product and is responsible for achieving overall growth, financial, quality and operation targets for the product. The Plan President, CountyCare will develop and implement strategies to improve performance, outcomes, and member experience within the health plan and ensure compliance with all regulatory requirements

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 day-to-day operations and programs of the CountyCare product line to improve performance, outcomes, and member experience within the health plan.
- Works closely with the Chief Executive Officer, Health Plan Services in developing the product's growth, financial, and quality targets for the product line.
- Ensures compliance with all aspects of the CountyCare contract with the State of Illinois HealthCare and Family Services.
- Develops and leads programs within the CountyCare product line to achieve targeted population health outcomes.
- Establishes and develops productive relationships with provider network to implement enhance provider network performance and improve value-based care structures.
- Continuously evaluates and monitors CountyCare member data to evaluate, design, and implement new programs to meet the needs of the CountyCare population.
- Responsible for overseeing all aspects of CountyCare member satisfaction as measured through CAHPS scores and member surveys.
- Participates in community-based events to increase CountyCare brand awareness.
- Assures sound fiscal operation of the health plan and continuously implements cost and revenue initiatives to ensure positive financial outcomes.
- Ensures the product achieves optimal fulfillment of the health system mission and philosophy in response to the identified needs of the community
- Ensures accountability for demonstrated commitment to improving community health status and addressing societal issues that contribute to poor health.
- 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.
- Attends and participates in committees and/or meetings.
- Performs other duties and/or project as needed.

Reporting Relationship

Reports to Chief Executive Officer, Health Plan Services



Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Seven (7) years of progressively responsible experience in the health care industry
- Five (5) years of experience in a senior level leadership role within a health plan

Preferred Qualifications

- Master's degree from an accredited college or university
- Seven (7) years of experience at a senior leadership role within a Medicaid Health Plan, Medicare Health Plan, or Exchange Health Plan

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of health plan certification standards and regulatory requirements
- Knowledge and proficiency of Microsoft Office products (Word, Excel, Access, PowerPoint)
- 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 problem-solving skills used to anticipate and identify issues and to develop and implement appropriate solutions related to complex administrative processes
- Strong interpersonal skills
- Strong negotiation and problem resolution skills
- Strong project management skills
- Ability to lead and motivate teams
- 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
- Innovative and creative leadership style

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.