



Job Code: 8874

Grade: 19

HCWR: N

Job Title

Program Coordinator, Health Plan Services

Department

Managed Care

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

Job Summary

The Program Coordinator, Health Plan Services will be responsible for the successful delivery of the member incentive program and other strategic programs to support Health Plan Services membership, retention, and growth efforts. This includes working with the Project Management department, business leads, partners and vendors to oversee implemented programs and facilitate and foster effective communication between vendors, Cook County Health (CCH) and Health Plan Services to develop material and launch campaigns to promote newly implemented programs.

Typical Duties

- Oversees various programs such as the member incentive program to ensure the program is meeting key performance metrics.
- Serves as the escalation point for program concerns and questions from various business leads and works with internal cross functional staff to resolve issues and create risk mitigation plans.
- Monitors and trends programs and develops reports to present to senior leadership.
- Drives program-level reporting and leverages results to increase program visibility and to proactively monitor performance.
- Key liaison between vendors, the health plan and CCH to develop a communication plan and materials to promote programs to members and providers.
- Analyzes and interprets data in order to drive growth and retention of membership of various programs.
- Engages internal and external partners to effectively coordinate and streamline information flow, service delivery and performance improvement initiatives; maintains key contact lists for programs.
- Documents program management activities to demonstrate compliance with organizational, regulatory and accreditation requirements.
- Ensures follow-up on assigned tasks, tracks, and ensures timely submission of key program documents/reports.
- Performs other duties as assigned.



Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Two (2) years of experience coordinating programs or projects
- One (1) year of experience working in a Managed Care Organization (Medicaid or Medicare) or hospital
- One (1) year of experience with quantitative analysis and evaluation methods
- Intermediate proficiency with Microsoft Outlook, Word, Excel, and PowerPoint
- Experience and proficiency using SharePoint

Preferred Qualifications

- Master's degree from an accredited college or university
- One (1) year of project management experience
- Experience working in Medicaid or Medicare managed care organization
- Proficient in Microsoft Visio

Knowledge, Skills, Abilities and Other Characteristics

- Excellent written and verbal communication skills
- Excellent organizational skills and ability to prioritize, plan, and organize projects and tasks to meet deadlines in a fast-paced and stressful environment
- Detail oriented and ability to achieve high standards of accuracy
- Strong leadership capability, problem solving and organizational skills
- Advanced demonstrated interpersonal skills
- Strong facilitation and presentation skills
- Advanced ability to work in a matrixed environment
- Advanced program management skills
- Ability to be resourceful and skilled at addressing challenges, excellent customer service
- Ability to take initiative as well as direction within a diverse team.
- Ability to adapt to shifting priorities

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.

