



Job Code: 9267

Grade: 24

HCWR: N

Job Title

Director of Operations, Health Plan Services

Department

Health Plan Services

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

Job Summary

The Director of Operations, Health Plan Services (Director) is responsible for the day-to-day operations of multiple product lines including Medicaid and Medicare and any other transformational programs that impact the core operations of the health plan. The Director will manage the core operations of the health plan, overseeing key partners such as the Third-Party Administrator (TPA) or Dental/Vision plans for Medicaid and Medicare, in collaboration with Chief Operating Officer, Health Plan Services. The Director will develop partnerships, operational planning, and business development to build the vision of the health plan to scale from concept to execution.

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 data to day operations for current and new products for Medicaid and Medicare health plan services for CountyCare.
- Provides recommendations to improve the organization's operations and systems including end-to-end solutions for data management.
- Works with department heads to identify ways to improve revenue.
- Establishes a strong working relationship with Supply Chain Management and Procurement to negotiate contracts and present to leadership on opportunities to grow revenue and meet the business needs of the health plan.
- Develops provider data integration opportunities for enhanced optimization.
- Consults with Senior Leadership to determine business goals or initiatives; collaborates with directors or department leads to identify needs and reviews operational data to make inference about the organization success.
- Contributes to membership growth and retention strategy with current process optimization, and new initiatives to improve member's experience.
- Represents Health Plan Services for external and internal events and or meetings
- Monitors all operational metrics and meeting contractual requirements set forth in each delegate or vendor. Staying abreast of new policies and programs and developing opportunities to stay ahead.
- Contributes to organizational fiscal stewardship by regular review of processes, initiatives and partnership to monitor return on investments and administrative cost savings.
- Applies problem-solving skills to address any productivity or efficiency challenges.
- Develops mitigation plans on issues or addresses any productivity or efficiency challenges, such as claim processing issues, coordination of benefit, and/or third-party liability issues.
- Partners with Marketing, Communications, Product, Clinical Services, PMO to define and shape the positioning and narrative of new engagement or partnership.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelors' degree in health services, business administration, public health or related field from an accredited college or university
- Six (6) years of experience in Medicaid managed care and other government programs lines of business (i.e., Medicare)



Minimum Qualifications

- Three (3) years of management experience
- Experience leading teams and/or organizations through significant process design and improvement
- Proficiency with Microsoft Office products (Word, Excel, Access, PowerPoint, and Visio, etc.)
- Proficient with project tracking software tools, i.e., smartsheets

Preferred Qualifications

- Masters' Degree from an accredited college or university in health services, business administration, public health, or related discipline

Knowledge, Skills, Abilities and Other Characteristics

- Strong knowledge of regulatory requirements concerning government products (i.e., Medicaid and Medicare)
- 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 demonstrated leadership skills to implement change and drive business results. Strong people management skills and facilitative skills.
- Strong analytical and 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 works closely with the TPA, other external partners, and internal members of the Managed Care leadership team, and other members of CCH leadership.
- Strong organizational skills including coordination of project activities, scope management, and cross functional issue resolution.
- Ability to improve operational efficiency, service delivery, and information management across
- Ability to influence others in a desired direction towards the achievement of integrated, profitable and rewarding objectives.

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.

