



Job Code: 9508
Grade: 24
HCWR: N

Job Title

Director of Delegation and Vendor Oversight, Health Plan Services

Department

Health Plan Services

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

Job Summary

The Director of Delegation and Vendor Oversight (DVO), Health Plan Services (HPS) is responsible for directing and leading the management and oversight of delegates and vendors contracted with CountyCare for Medicaid, Medicare, and all future lines of business and oversees HPS' vendor procurement process for all product lines. The Director will oversee management and performance of key partners such as Third-Party Administrator (TPA), Dental, Vision, Transportation, and Pharmacy Benefit Manager. The Director will oversee all HPS vendor contracts and will coordinate procurement processes including, but not limited to, Requests for Proposals (RFP), Development of Scope of Work (SOW), vendor contracting/amendments, and vendor performance evaluation. The Director will oversee the administration of Member Incentive Program/supplemental benefits for all lines of business, managing a team of delegation and vendor oversight managers and program management staff.

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

- Directs and leads the departments RFP process, including drafting of the RFP to selection of the vendor
- Evaluates current vendor performance and collaborates with all departments to identify if there are gaps or opportunities to utilize new vendors
- Chairs the Relationship Review Committee, a committee with senior leadership membership that reviews current vendor performance, vendor contract status, RFPs, and explores potential vendor partnerships.
- Directs and develops vendor partnerships through establishing a vendor management process
- Establishes a strong working relationship with Supply Chain Management and Procurement
- Collaborates with Supply Chain and Finance to ensure execution of procurement processes
- Provides recommendations to improve the organization's operations and systems for vendor management
- Manages a database of delegates and contracted vendors and ensures that each contract is reviewed on a periodic basis
- Implements enhanced capabilities for accountability and integrity of daily operations
- Ensures that vendors are aligned with HPS/Cook County Health strategy including customer experience, customer excellence, and operational excellence.
- Oversees day-to-day delegation and vendor oversight operations and performance for current and new products
- Manages and oversees health plan's delegated vendor auditing program
- Ensures that vendor performance issues and day to day issues are tracked, reported and trended. Takes corrective/disciplinary action to address vendor deficiencies
- Analyzes vendor performance to identify areas for improvement and implement strategies to effectuate.
- Participates in the vendor contract process including the development of service level agreements and key performance indicators.
- Develops and implements vendor management policies and procedures both internally and externally (vendor)
- Works collaboratively on vendor related initiatives with HPS departments including quality management, customer service and experience, medical management, and claims.
- Prepares and presents vendor management reports to stakeholders including executive



Typical Duties

leadership, directors, managers and committees.

- Participates in external regulatory audits and ensures vendor's readiness and participation
- Oversees day-to-day operations of HPS' Member Incentive Program and member supplemental benefits to ensure programs are meeting key performance metrics
- Ensures successful delivery of HPS' Member Incentive Program and other strategic programs to support HPS membership, retention, and growth efforts.
- Analyzes Member Incentive Program data to identify areas for improvement, develop strategies for improvement of programs, and executes implementation of strategies/changes
- Prepares and presents Member Incentive Program reports to stakeholders including executive leadership, directors, managers, and committees.
- Manages a team of vendor management and program management staff
- Performs other duties as assigned

Minimum Qualifications

- Bachelor's degree from a four-year accredited university is required
- Five (5) years of experience in Medicaid health plan or other government health plan lines of business (i.e., Medicare managed care) including aspects of operations oversight, management, and program management.
- Three (3) years of experience managing or supervising staff within health plan, large hospital or healthcare environment
- Three (3) years of experience managing delegates and vendor relationships such as a Third-Party Administrator, Vision, Dental, Transportation Vendors, Pharmacy Benefit Manager, etc.
- Two (2) years of experience in developing scopes of work, contract negotiation, or vendor evaluation.
- Intermediate proficiency using Microsoft Office (Excel, Word and PowerPoint)

Preferred Qualifications

- Masters degree or above from an accredited college or university in health services, business administration, public health, or related discipline
- Experience in project management

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge in delegation and vendor oversight in Medicaid and other government products
- Knowledge of trends in health care in general, especially underserved populations
- 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
- Excellent program development, management and leadership skills
- Strong interpersonal skills to build relationships, negotiate and collaborate with individuals, organizations and stakeholders
- Demonstrates analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Demonstrate attention to detail, accuracy, and precision to support research and



Knowledge, Skills, Abilities and Other Characteristics

presentation skills

- Demonstrate good phone and email etiquette skills with strong response times
- Demonstrates good computer and typing skills
- Demonstrate a strong initiative to innovate, improve health outcomes for individuals and populations and implement integration of behavioral and physical health care
- Ability to manage and oversee multiple employees with differing scopes
- Ability to conduct activities in accordance with CCH privacy policies and provide leadership to the Plan and organization regarding confidentiality requirements for behavioral health services
- Ability to train by presenting concepts and demonstrating tasks
- Ability to work flexible hours
- Must be able to travel throughout Cook County
- Ability to prioritize, plan and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team

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.