



Job Code: 9977

Grade: 23

HCWR: N

Job Title

Manager of Value-Based Products

Department

Health Plan Services

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

Job Summary

The Manager of Value-Based Products will support value-based arrangements aimed at improving quality, enhancing experience, promoting equity, and reducing costs for patients and members served by Cook County Health (CCH). This position will be responsible for negotiating and administering delegated risk arrangements on behalf of Cook Medical Group (CMG) locations throughout Cook County. Currently, Cook Medical Group holds a delegated, partial-risk commercial contract with Blue Cross Blue Shield Illinois (BCBS IL) for employer and marketplace plans and the Manager will lead the day-to-day operations for this agreement.

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

- Develops and implements workflows, trainings, and policies and procedures to support risk-based arrangements
- Collaborates with senior leaders in clinical, care coordination, customer service, and other departments to deliver excellent quality of care and experience
- Analyzes data and prepares financial, clinical, and operational reports
- Liaises with BCBS IL and other payers on behalf of CMG
- Manages and oversees CMG staff and other contracted vendors
- Supports the negotiation and execution of provider and vendor agreements
- Ensures all managed care contract requirements are met
- Facilitates monitoring and auditing of CMG-related operations
- Supports members and providers with issue resolution
- Identifies and implements process improvements with focus on achieving better quality outcomes, enhancing experience, promoting equity, and controlling costs
- Identifies and pursues opportunities for expansion and innovation in value-based care, with initial focus on CMG commercial products
- Performs other duties as assigned

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Three (3) years experience in healthcare administration or managed care supporting Medicare, Medicaid and/or Commercial insurance products
- One (1) year of experience with value-based contracting and/or delegation in a managed care setting
- Experience with health plan operations, such as claims processing, network management, utilization management, care management and/or member services
- Proficiency in Microsoft Office (PowerPoint, Word, Excel, and Outlook)

Preferred Qualifications

- Two (2) years of work experience interfacing with diverse stakeholders, including but not limited to provider organizations, health plans, regulators, and/or community organizations
- Prior experience with Commercial employer and/or marketplace products



Preferred Qualifications

- Experience presenting, reporting, and conducting quantitative analysis
- Prior finance and budget experience
- Prior experience implementing change management in a complex organization

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of the planning, design, development, implementation, and evaluation of policies and procedures
- Excellent program development, management, and leadership skills
- 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 negotiation and presentation skills
- Ability to analyze large datasets to evaluate operational, clinical, and financial performance
- Ability to prioritize work and multi-task
- Attention to detail
- Ability to facilitate oversight and audits to ensure program integrity
- Ability to maintain confidentiality of all patient information, as per HIPAA guidelines
- Ability to work collaboratively to achieve project goals
- Ability to maintain a professional demeanor and composure when challenged

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.