

Job Description

Job Title: **Managed Care Director**

Supervised by: Chief Administrative Officer

Status: Full Time, Exempt

ESSENTIAL RESPONSIBILITIES:

- Develops strategies to build the patient base through relationships with the various IPA's.
- Closely monitor IPA patient base by working with the enrollment department to ensure we increase our membership as well retaining any disenrolled patients.
- Standardizing workflows for new enrollees to include welcome packet, call to introduce our services, and call for the first appointment. First call should also include questions about where other family members receive their care.
- Liaison to all Managed Care entities, IPA's, and Health Plans and appropriate corporate affiliations in the area.
- Make recommendations as to the desirability of canceling, renegotiations or extending contracts.
- Reports to the Executive team on a bi-monthly basis regarding new and termed patients, and trends.
- Develops, manages, and sustains relationships with members of provider network and key staff of managed care plans.
- Works collaboratively with finance to track ensure payments are being made.
- Facilitates the resolution of issues in conjunction with managed care plan staff including claims payment, utilization management, referrals, etc.
- Coordinates with QI Department to conduct utilization reviews of managed care contracts using established guidelines and processes, working on increasing utilization as needed
- Implements processes that encourage and inform the organization how to maximize reimbursement from managed care agreements.
- Provides training and education to Via Care providers and staff about managed care contracts and requirements.
- Collaborate with the Enrollment department to improve/increase patient retention.
- Monitoring referral network from any one IPA to ensure that patients have a wide network of specialty services to choose from that are centrally located to our service area.
- Engage contacted network leaders and establish positive business relationships
- Develop strategies to address ongoing pressure for reimbursement levels and work collaboratively with payers on new payment models and business opportunities.
- Analyze the significance and value of potential contracts; determine the cost of care based on care delivery and contract structure.
- Direct and support staff to achieve organizational goals by communicating job expectations, planning, monitoring and appraising job results, coaching and counseling, driving increased employee engagement.
- Produce operational statistical reports to provide contracting team with necessary tools for effective decision making and strategy including analysis, trending and comparative data (cancellation reports, identifying trends in no referral/authorization, timely filing, no provider certification, A/R aging, & etc.).
- Tracks and Reports on IPA management to the Via Care Board of Directors monthly

- Maintain expert understanding of the complexities of payer eligibility and reimbursement arrangements, value-based care and benefits administration for Medicare FFS and Medicare Advantage, Medicaid FFS and Commercial payers (HMOs, PPOs)
- Other duties as assigned

REQUIRED QUALIFICATIONS:

Bachelor's Degree preferred.

Related work experience required.

Experience in managed care environment.

Experience with computer systems required, including web-based applications & some Microsoft Office applications which may include Outlook, Word, Excel, PowerPoint or Access.

PREFERRED QUALIFICATIONS:

FQHC or Primary care experience.

Basic medical terminology.

COMPETENCIES:

Written Communications: Ability to communicate clearly & effectively in written English with internal & external customers.

Oral Communications: Ability to comprehend & converse in English to communicate effectively with medical center staff, patients, families & external customers.

Knowledge: Ability to demonstrate full working knowledge of standard concepts, practices, procedures & policies with the ability to use them in varied situations.

Team Work: Ability to work collaboratively in small teams to improve the operations of immediate work group by offering ideas, identifying issues & respecting team members.

Customer Service: Ability to provide a high level of customer service to patients, visitors, staff & external customers in a professional, service-oriented, respectful manner using skills in active listening & problem solving. Ability to remain calm in stressful situations.