



POSITION DESCRIPTION

Position Title: Associate Director of Provider Network & Contracting

Dept: Provider Network & Contracting

Reports To: CFO

Date: January 2023

Skill Sets: Outstanding oral, written, and interpersonal communication skills; demonstrated leadership ability; exceptional conflict and problem resolution skills; strong organization skills; proficient in providing high-level customer service; strong financial analysis skills and ability to analyze data and processes and apply them to network development and contracting; self-starter and ability to take initiative; excellent presentation skills; well-developed project management and negotiation skills.

Education/Experience: *Required* - Bachelor's degree in a health care or business-related field or other relevant field; (5) Five years' experience in health care delivery setting (i.e., hospital, health insurance, HMO or community service provider, physician group practice), (3) Three years' experience in contract and pricing management in health care; Knowledge of both State Public Programs (MN Medicaid) and Medicare (dual) products; Direct contracting and negotiation experience with providers. Knowledge of and experience with provider credentialing and related processes a plus.

Primary Function

This position is responsible for providing operational direction and leadership to SCHA's Provider Contracting and Provider Relations teams to secure and maintain competitive contractual relationships with providers in accordance with regulatory, operational, and financial goals and standards, and ensure SCHA's adherence with network management goals, state, federal and other regulatory requirements.

1. Coach, mentor, and manage a team of professionals to achieve favorable and timely contract terms, build and strengthen relationships with key providers, and support SCHA's strategic provider-related goals.
2. Lead, develop and implement SCHA's provider network contracting activities, including value-based arrangements, and responding to access and availability enhancement goals. Bring provider market intelligence and insights to key internal provider forums to inform direction and decisions.
3. Along with CFO, negotiate contractual relationships with providers that support SCHA's strategic, financial, operational, and program-specific goals, utilizing an appropriate reimbursement methodology consistent with network strategy and contracting goals.

- Ability to work with outside consulting actuaries on structure and financial modeling of programs.
4. Develop an annual contract renewal and negotiation plan in collaboration with teams and other internal stakeholders. Report status quarterly to SCHA leadership and key committees.
 5. Maintain a working knowledge of State of MN and CMS provider reimbursement methodologies and other relevant strategies and ensure this information is presented to SCHA operational areas as may be relevant to support SCHA's policies and strategies.
 6. Develop and maintain network oversight plans by provider/network type. Ensure contractual, regulatory and NCQA compliance for network providers.
 7. Support program management efforts related to unique Medicare and Medicaid networks. Ensure departmental staff members align work efforts with enterprise-wide goals and objectives for these networks/services.
 8. Work effectively with SCHA's CFO, leadership, program managers, operations staff and selected third party administrators to ensure that the SCHA provider contracts are understood and interpreted (for system implementation) for accurate administration.
 9. Other duties assigned within the scope, responsibility and requirements of the job.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills:

Strong listening, verbal, presentation and written communication skills; Advanced language skills including inquiry skills to assure clear issue identification; Ability to articulate complex issues effectively to a variety of audiences; Writing is clear and to the point; Chooses the appropriate method of communication to meet customer and organizational needs. Must be able to read and write in English.

Computer Skills:

Must have strong computer literacy skills to operate various Microsoft Office software applications, access and navigate through applicable websites and databases to complete credentialing verification processes, perform data entry and maintain data accuracy in accordance with regulatory bodies.

Mathematical Skills:

Advanced mathematical skills. Intermediate to advanced data analysis and financial modeling skills. Ability to calculate and forecast pricing methodologies.

Accuracy:

High attention to detail and considerable accuracy is required of this position; Errors and omissions would be difficult to detect and could result in overpayment of medical expenses and the inability of members to access health care services and in contractual and regulatory non-compliance. These errors could have a critical impact on members or SCHA's relationship with business partners.

Reasoning Ability:

Must utilize keen judgment and highly-developed analytical skills in balancing complex business issues in the decision-making and strategy-setting process.

Physical demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit, sometimes for extended periods of time. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee would rarely lift and/or move up to 5 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually low.

Ability to work under stressful conditions with significant deadlines, however, employee has control over their own schedule.

Travel Requirements:

Must be able and willing to travel regionally in support of job responsibilities.

Contacts

This position requires extensive contact and influence with multiple key business partners including providers, outside actuaries, TPA's and DHS staff, in order to achieve desired business results. This position may present new methods or procedures to improve current practices or meet changing conditions and is considered a technical expert in this field.

Financial Impact

This position has considerable impact in influencing the medical expense budget (over \$190 million) for SCHA and involves considerable responsibility for the expenditure of large sums of money.