MANAGED CARE OPERATIONS MANAGER

DEFINITION
Under direction, plans, manages, implements and evaluates the activities of Natividad Medical Center’s (NMC) Monterey County Medical Services Program and the oversight and performance of activities related to payer contracts, insurance enrollment, claims processing and reporting, and outreach programs. Directs financial counseling services, and performs related work as required.

DISTINGUISHING CHARACTERISTICS
The Managed Care Operations Manager is a single position class at NMC, responsible for the negotiation and management of health insurance payer contracts and for facilitating the enrollment of patients into a variety of managed care programs and services. The work of the Managed Care Operations Manager requires ongoing management of computer systems and databases as well as of paraprofessional and clerical staff.

EXAMPLES OF DUTIES
Nothing in this specification restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

1. Plans, organizes, directs, and evaluates the work of department personnel; interviews, appoints, and develops subordinate personnel
2. Manages (through subordinate personnel) the claim adjudication process and benefit administration for managed healthcare programs, investigates problem claims, oversees the provision of administrative support and participates in the accounts payable cycle to ensure payment to vendors
3. Ensures timely and accurate processing of financial applications by department
4. Manages daily activities of the Financial Counseling and Managed Care offices including staffing, workload, productivity, customer service, outreach and integration with other hospital/county departments
5. Manages provider relations including solicitation, negotiation, retention, contracting, and general administrative support services; evaluates profiles, utilization and patterns
6. Acts as system analyst for the Diamond system to include program set up, profiles, report writing, problem solving, upgrades, data import and export, electronic data interchange; and monitors users
7. Analyzes department systems and procedures, develops new policies and procedures in order to comply with regulations and improve departmental performance
8. Manages external physician prison claims processing, from data entry through payment and follow up
9. Performs, coordinates and oversees the utilization management activities for managed healthcare programs
10. Develops, manages and maintains the department operating budget
11. Provides management and development of outreach activities
12. Provides financial reports and presentations to administration; ensures timely reporting to state and other agencies as required
13. Participates on management committees as appropriate
QUALIFICATIONS
A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge and Skills:

Thorough knowledge of:
1. The principles and practices of contract review, negotiation and management
2. Principles and practices of business administration, including personnel management, planning and organizing work, delegating authority, motivating subordinates, appraising performance and administering discipline.
3. Methods of administrative problem solving and the implementation of effective solutions.
4. Methods of strategic planning and goal setting.
5. Principles and practices of quality assurance
6. Excel, Word, Access, PowerPoint, personal computers and mainframes

Working knowledge of:
1. Computer-based business applications, including those commonly used to support hospital claims processing
2. Database and program development
4. Revenue Codes, Ambulatory Payment Classifications, Universal Bill Form 2004, Centers for Medicare and Medicaid Form 1505, Prospective Payment System and Diagnosis Related Groups
5. Healthcare payers such as Blue Cross, Blue Shield, Aetna, Tricare, Medicare, Medi-Cal and Workers’ Compensation

Some knowledge of:
1. Typical acute care hospital inpatient, outpatient and professional services practices and routines

Skill and Ability to:
1. Plan, organize, direct, staff and control the activities of a managed care operations department; ability to effectively prioritize work and handle stressful situations
2. Manage and supervise the work of others, directly and through subordinate supervisors; appraise performance; counsel and train employees; determine and implement disciplinary actions as necessary
3. Evaluate the quality and effectiveness of programs, activities and services and make necessary improvements
4. Understand, interpret and apply laws, rules, regulations and policies related to patient access and general hospital administration
5. Collect, interpret and evaluate narrative and statistical data; prepare complex reports, memoranda and other written materials
6. Establish and control an operating budget
7. Utilize standard business equipment, including computer hardware and software
8. Analyze complex issues, recommend and implement creative and effective solutions/resolutions
9. Direct the development of databases and programs
10. Analyze, review, negotiate and manage contracts
11. Effectively hire, develop and retain subordinate personnel
12. Communicate clearly and concisely, both orally and in writing; effectively present information to groups and individuals
13. Establish and maintain cooperative working relationships with others including patients, physicians, nurses, administrators, managers, payors, contractors and vendors

REQUIRED CONDITIONS OF EMPLOYMENT
As a condition of employment, the incumbent will be required to:

Pass a pre-employment physical/medical assessment and background check.

Working Conditions
During the course of work, incumbents at Natividad Medical Center may come in contact with infectious organisms, other potentially hazardous substances, and with potentially violent clients.

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING
Any combination of training, education and/or experience which provides the knowledge, skills and abilities and required conditions of employment listed above is qualifying. An example of a way these requirements might be acquired is:

Experience
Five years of experience in hospital and professional services billing with increasing responsibility for problem solving and identifying discrepancies or at least three years experience in a supervisory/management capacity; and

Education
Equivalent to a bachelor’s degree in a related field, such as health care or business administration

PHYSICAL AND SENSORY REQUIREMENTS
The physical and sensory abilities required for this classification include:

1. Ability to sit for extended periods of time at a computer and/or in meetings
2. Ability to frequently lift up to 25 pounds
3. Physical dexterity sufficient to use a computer for preparing documents and communicating electronically
4. Ability to see well enough to read standard text and data on an electronic screen of a computer terminal and to read text on papers, books and forms
5. Ability to hear normal speech, in-person and over the telephone, even in a noisy environment
6. Ability to orally communicate with people in-person and/or over the telephone, even in a noisy environment
7. Ability to constantly make decisions and concentrate
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Prepared by: Gerta McClay, SPHR, IPMA-CP
Management Specialist

Approved by: Janine Bouyea, PHR
NMC Human Resources Administrator

/s/ Janine Bouyea

2/17/2010
Date