POSITION DESCRIPTION

INCUMBENT ____________________________________________ FLSA STATUS __ Exempt

PRESENT CLASSIFICATION __________ Director of Managed Care PERIOD Jan 2020-Dec 2020

DEPARTMENT/DIVISION __________ SIU Medicine Core

Function

Under the direct supervision of the Chief Financial Officer; the Director of Managed Care is responsible for providing strategic leadership, financial and administrative oversight of Managed Care contracting with commercial payers on behalf of SIU Medicine, working closely with departmental staff and clinic physicians to develop a portfolio of participating network contracts and enhance revenue and patient access. The Director will also be responsible for oversight and the providing of strategic leadership to the Credentialing Department and will assist with developing credentialing policies and procedures when needed. Responsible for providing ongoing analysis of SIU Medicine's risk-based insurance products held in joint venture with partner organizations. The Director will also provide oversight of all property-casualty risk inducting liability, worker's compensation, claims and loss control, Director and Officers' liability, and cyber liability.

Organizational Relationship

This person directly reports to the Chief Financial Officer (CFO), who reports to the Associate Provost of Finance & Administration, who in turn reports to the Dean of the SIU School of Medicine and Chief Executive Officer of SIU Medicine.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

Administration: 100%

1. Directly coordinates the development, negotiation, implementation, monitoring and management of all SIU managed care agreements.
2. Implements new managed care contracts and coordinates with key staff to communicate the contract guidelines.
3. Oversee payer relationships with a focus on promoting proactive, professional and collaborative relationships, problem resolution and avoidance of future issues whenever possible.
4. Analyze and monitor financial aspects of existing managed care contracts. Utilize analysis for feedback on contract renewals, renegotiations or terminations. Make
recommendations regarding participation or non-participation with new or existing agreements.

5. Responsible as the managed care subject matter expert.

6. Provide effective communication with departmental staff, inducting but not limited to, regularly scheduled staff meetings. This includes engaging employees by sharing business information, solving problems and identifying solutions as a team, and actively involving every mind by seeking and listening to employee ideas. Promotes direct, honest, open and timely communication through the clinic.

7. Attend the Credentialing Committee to offer knowledge of circumstances which may arise out of provider file reviews.

8. Provide annual and on-going review of Business Insurance needs, including but not limited to, Property and Casualty, Auto, Directors and Officers, Cyber Liability, and Workers Compensation.

9. Report incidents and serve as a corporate liaison between SIU and the insurance company as it relates to any claim issues.

10. Provide monthly financial updates as it relates to SIU’s risk-based insurance products held in joint venture with partner organizations, providing on going claims analysis as it relates to plan performance.

11. Provide Accounting with quarterly and annual estimates of profit/loss as it relates to the Joint Venture risk. In addition, report to Accounting the year-end postings of revenue, expected account receivable, expected claims to be paid to non-clinic providers, etc.

12. Comply with the SIU incident reporting policy and procedures.

13. Adhere to all OSHA and SIU training & accomplishments as required per policy.

14. Provide excellent customer service and adhere to SIU’s Code of Conduct and Ethics Standards.

15. Perform other job duties as assigned.

Skills and Abilities Needed for the Position

1. Must be a problem solver and be able to identify and offer solutions to problems as they arise.

2. Must be able to easily communicate to all levels of authority.

3. Must possess strong analytical skills.

4. Ability to offer ways to improve and promote quality work patterns.

Minimum Qualifications

1. Degree in Healthcare Administration or Business Administration required.

2. Extensive knowledge and experience with health insurance claim data and/or Managed Care payment methodologies.


4. At least 5 years of previous Supervisory experience in a Managed Care Department.

5. Previous 7-10 years’ experience working with and negotiating Managed Care contracts with payers.

6. Sensitive to the needs of underrepresented minority populations.

Desired Qualifications

1. Master’s Degree highly desired.

2. Previous management experience desired.

Revised: 01/03/20
**Responsibility**

A. **Supervisory Controls** – Directly responsible for supervising credentialing staff and the day-to-day management of the credentialing process, including complex issues (i.e. malpractice issues, licensure reprimands, provider appeals, etc.). Ensures credentialing activities are managed and implemented according to SIU’s policies and procedures, including meeting all timelines in a timely and accurate fashion.

**Environmental, Health and Safety Responsibilities**

Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine.

**Working Conditions**

See attached *Physical and Environmental Requirements* form.

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**INCUMBENT:** ______________________________ DATE __________

**REVIEWED BY:** ______________________________ DATE __________

Immediate Supervisor ______________________________ DATE __________

Department Head/Chair ______________________________ DATE __________