



BEHAVIORAL HEALTH MEDICAL DIRECTOR

| | |
|-------------------------|-----------------------|
| Position Status: | Exempt |
| Reports To: | Chief Medical Officer |
| Effective Date: | 10/30/24 |
| Revised Date: | |
| Job Level: | M3 |

POSITION SUMMARY

Under policy direction, this position:

1. Directs the Behavioral Health (BH) Department, acts as a subject matter expert, and provides executive level advice and guidance on behavioral health functions and overall business operations
2. Provides clinical leadership within the BH Department
3. Designs, develops, and oversees the behavioral health program and collaborates with providers, external agencies, community partners, and internal departments on the integration of behavioral health components to support addressing the whole person care needs of Alliance members
4. Develops and maintains relationships with internal and external stakeholders, including the professional medical community, and maintains and enhances communications with similar Health Plan organizations
5. Participates in all aspects of regulatory compliance related to BH functions
6. Directs, manages and supervises BH Department staff
7. Performs other duties as assigned

RESPONSIBILITIES

1. Directs the Behavioral Health (BH) Department, acts as a subject matter expert, and provides executive level advice and guidance on behavioral health functions and overall business operations, with duties including but not limited to:
 - Participating in the general administration of the Alliance as a member of the director level management team by providing input into the problem-solving and decision-making process
 - Participating in strategic planning and implementation of the BH Department's operational goals related to the growth and development of Alliance business operations
 - Ensuring that the BH Department's goals and activities are in alignment with the Alliance strategic plan
 - Conducting complex research and analysis related to behavioral health strategies
 - Assisting in formulating strategic plans and goal setting in support of Alliance programs
 - Modeling and promoting effective interdepartmental communication
 - Developing performance measures related to strategic goals and new projects and presenting to staff and the Board of Commissioners, as directed by the Chief Medical Officer (CMO)
 - Preparing reports for the Board of Commissioners package for review by the CMO
 - Drafting, recommending, and implementing administrative policies, and processes and procedures related to BH Department operations
 - Maintaining current knowledge of relevant Federal and State laws, policies and directives, and organizational policies and procedures
 - Monitoring legislative and legal changes related to Alliance functions and ensuring appropriate communication of same

- Participating in quality improvement studies to continually evaluate program effectiveness, including the ability to promote quality driven, cost-effective goals and outcomes for members
 - Maintaining documentation of statistics required to demonstrate the cost effectiveness of behavioral health integration and the impact on members' health care outcomes
 - Preparing narrative and statistical reports and presenting reports and analytics
 - Overseeing the preparation and maintenance of records, reports and related documents
 - Auditing work for compliance with departmental workflow and procedures
 - Overseeing and coordinating meetings to promote effective communication between the Alliance, County Behavioral Health Departments, Regional Centers, and Community Partners
 - Developing and managing the BH Department's operations and budget
 - Attending and participating in internal and external meetings related to Alliance business operations and participating in or chairing local medical meetings and committees
 - Providing support to the Chief Medical Officer and Medical Directors on behavioral health related topics and state and federal initiatives
2. Provides clinical leadership within the BH Department, with duties including but not limited to:
- Collaborating with other departments to design mental health benefits plans that balance member needs with quality and value of service delivery
 - Analyzing data on mental health service utilization to identify trends and areas for improvement, including network development and program design
 - Coordinating and consulting with department directors regarding the clinical direction of behavioral health programs, studies, activities, and processes
 - Developing annual work plans, program descriptions, year-end reports, and annual evaluations
 - Providing input on clinical content for specific BH programs
 - Providing clinical leadership regarding provider relations and member relations
 - Staying updated on evidence-based practices and ensuring plan's coverage is in alignment

Additionally, provides clinical leadership in partnership with directors in the other Health Services Division departments, from the lens of behavioral health, including, but not limited to, mental health and substance use disorder:

Utilization Management Responsibilities: Providing clinical leadership for medical decisions regarding hospital Concurrent Review on Alliance members who are in inpatient psychiatric and/or substance use disorder facilities; reviewing Authorization Requests as referred by Utilization Management staff for approval or denial of requested services; evaluating member requests for administrative membership categories; evaluating physician requests for member reassignment; Interpreting data based on utilization analysis, including overutilization, underutilization, and cost trending in key areas, such as inpatient, pharmacy, and Emergency Department (ED) use, and taking appropriate action; and, participating in staged resolution of authorization appeals and communicating with providers and members regarding utilization management issues and questions

Quality Improvement Responsibilities: Assessing requirements and needs for mandatory and optional health promotion programs; recommending study design, oversight, and feedback mechanisms for quality improvement projects; participating in internal quality review activities; evaluating potential quality of care incidents, communicating with providers regarding such incidents, developing Corrective Action Plans (CAPs), and evaluating responses to CAPs; participating in the Alliance complaint and grievance resolution process, including State Fair Hearings; participating in peer review activities; identifying fraud, waste, and abuse and working with the Compliance Department to address issues; evaluating member grievances and complaints; and, evaluating potential quality issues

Pharmacy Management Responsibilities: Participating in the development, implementation, and monitoring of the Alliance drug formulary; providing clinical support and leadership to the Pharmacy Department drug utilization management process, including practitioner interface, and overseeing appropriate denials; and, assisting in the Pharmacy Benefit Manager (PBM) and pharmacy consulting services relationships, including participating in the PBM Request for Proposal (RFP) process

Care Management Responsibilities: Collaborating and consulting with the Care Management Director to set the clinical direction and implement disease management, care coordination, and complex case management programs; collaborating with the Care Management Director to ensure that Care Management programs support Alliance strategic initiatives, including utilization and quality targets; supporting coordination of internal, provider, and other external care management resources; and leading interdisciplinary team conferences

Enhanced Health Services Responsibilities: Integrating CalAIM enhanced care management into primary care, non-specialty/specialty mental health, substance use disorder, and other parts of the healthcare delivery system to ensure effective delivery of these services; integrating CalAIM Community Supports into the community system of care for Alliance members; and, supporting transitions of care for all members

3. Designs, develops, and oversees the behavioral health program and collaborates with providers, external agencies, community partners, and internal departments on the integration of behavioral health components to support addressing the whole person care needs of Alliance members, with duties including but not limited to:
 - Monitoring behavioral health utilization by members referred into the care management program with the goal of promoting optimal, achievable outcomes in the most cost effective and appropriate manner
 - Supporting department teams by sharing clinical expertise related to psychiatric and substance use/abuse services on a consultative basis
 - Overseeing activities for the BH program including integration into the other Health Services departments to support coordination of care from a whole person perspective
 - Representing the Alliance at community meetings and confidential multidisciplinary task forces concerning behavioral health issues or provision of behavioral health-related services
 - Developing tools and processes to expedite the delivery of mental health, behavioral health, and substance use/abuse disorder services
 - Acting as liaison with primary care provider sites to assist providers in problem identification, coordination, resolution. and support of members into the appropriate treatment setting
 - Overseeing the scheduling, organizing, and leading of care conferences on members and participating in case rounds on a regular basis
 - Assisting Alliance department staff with resolution of quality and coordination of care issues for members within the programs
 - Initiating and maintaining the Mental Health Memoranda of Understanding with the County, regional centers, and community-based organizations, as appropriate

4. Develops and maintains relationships with internal and external stakeholders, including the professional medical community, and maintains and enhances communications with similar Health Plan organizations, with duties including but not limited to:
 - Attending or chairing local medical meetings and committees
 - Participating in the Alliance's internal committees and workgroups

- Representing the Alliance on matters related to behavioral health and mental health, including speaking at conferences and working with professional associations
 - Educating internal stakeholders about mental health conditions and treatment options
 - Participating in community forums related to the Alliance's goals and mission
 - Participating in information sharing, discussions, and problem-solving meetings with other Health Care organizations and community agencies
 - Informing and educating the professional community about the Alliance and its programs
 - Participating in academic detailing outreach to providers regarding Care Based Incentives, Quality Improvement Programs, Utilization Management best practice, and Care Management Programs
 - Serving as a liaison for network physicians who have questions, suggestions, feedback, or complaints
5. Participates in all aspects of regulatory compliance related to BH functions, with duties including but not limited to:
- Preparing and reviewing requirements and materials for State and Federal audits
 - Preparing and reviewing materials related to compliance requirements
 - Participating in regulatory discussions, meetings, and conferences, as needed
 - Participating in Statewide Medi-Cal Managed Care Medical Director communications and related meetings, as assigned
6. Directs, manages and supervises BH Department staff, with duties including but not limited to:
- Functioning through subordinate Unit Managers, as applicable, exercises full supervision of costs, methods, and staffing
 - Participating in the hiring, selection and salary administration of BH Department employees
 - Ensuring that BH Department staff maintains up-to-date knowledge, skills and abilities related to the administration of assigned responsibilities and functions
 - Identifying, overseeing and assisting with objectives, priorities, assignments and tasks and reviewing work products as needed
 - Providing mentoring, coaching, and development and growth opportunities for staff
 - Evaluating employee performance, providing feedback to staff, and counseling or disciplining staff when performance issues arise
 - Overseeing staff in multiple office locations and/or telecommute settings
7. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Current active and unrestricted license to practice Medicine issued by the State of California, Board Certification in Psychiatry, and a minimum of three years of clinical experience or three years of experience working in behavior health/psychiatric/substance use disorder programs administration, including performing peer review process activities; or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of the array of mental health and substance use disorder services
- Thorough knowledge of the principles and practices of clinical research and assessment
- Thorough knowledge of utilization management and/or case management principles and activities

- Thorough knowledge of and proficiency in promoting and applying change management principles
- Working knowledge of relevant healthcare regulatory and accreditation requirements, such as Medi-Cal, Knox-Keene, NCQA, and Title 22 regulations
- Working knowledge of Medi-Cal, Medicaid, and/or Medicare programs
- Working knowledge of the principles and practices of program and project management
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Outlook, PowerPoint and Excel
- Some knowledge of healthcare regulatory processes
- Some knowledge of the basic principles and practices of supervision and training
- Some knowledge of State and Federal legislative processes
- Ability to develop, plan, organize and direct programs and activities that are complex in nature and regional in scope
- Ability to utilize evidence-based practice guidelines in the evaluation and management of utilization management, care management and transitional care activities
- Ability to direct, manage, supervise, mentor, train and evaluate the work of staff
- Ability to act as a resource to clinical and non-clinical staff and explain complex laws, regulations, processes, and programs related to area of responsibility
- Ability to provide leadership, facilitate meetings, and partner with and guide managers and employees in the resolution of issues
- Ability to demonstrate strong analytical skills, accurately collect, manage and analyze data, identify issues, offer recommendations and potential consequences, and mitigate risk
- Ability to think critically to ensure success in leading system change, make informed operational and strategic decisions, and oversee implementation and continuous process improvement related to key internal and external priorities
- Ability to audit, analyze and assess medical records and other health care data
- Ability to analyze and interpret legal and contractual language
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to identify and resolve problems in a timely manner
- Ability to oversee the development and implementation of projects, systems, programs, policies and procedures
- Ability to identify new processes and systems to improve productivity and results
- Ability to review and assess overall department function, core work, goals and structure, develop and implement short- and long-term planning to achieve strategic plans, and complete an annual department assessment
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents
- Ability to develop and monitor department, program, and project budgets
- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to make presentations and adjust communication style in order to facilitate collaboration and understanding
- Ability to demonstrate a collaborative management style, build rapport, and effectively manage internal and external business relationships
- Ability to foster effective working relationships, influence others and build consensus with individuals at all levels in the organization
- Ability to build trust and rapport with the local provider community and other health plans

- Ability to communicate clearly and consistently and work collaboratively with stakeholders and partners
- Ability to utilize good judgment, communication, and tact when interacting with health care providers, members and other stakeholders
- Ability to demonstrate sensitivity, empathy and understanding to a culturally diverse member population
- Ability to professionally direct and manage challenging interactions through the utilization of interpersonal intervention skills

DESIRABLE QUALIFICATIONS

- Bilingual English/Spanish or English/Hmong
- Experience working within a large managed health care organization
- Working knowledge of the principles and practices of supervision and training
- Some knowledge of the Behavioral and Mental Health/Substance Use Disorder communities within the Alliance service area counties

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- This position has geographic-specific responsibilities and will perform duties at satellite Alliance offices, as directed by the Chief Medical Officer
- Ability to travel to different locations in the course of work
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.