



HEALTH SERVICES OPERATIONS MANAGER

Position Status: Exempt
Reports To: Health Services Officer
Effective Date: 07/20/23
Revised Date:
Job Level: M2

POSITION SUMMARY

Under administrative direction, this position:

1. Manages the Health Services Operations function, acts as a subject matter expert, and provides guidance on Health Services departmental operations
2. Manages the Health Services Division's regulatory reporting function
3. Manages, leads, supervises, mentors, and trains assigned staff
4. Performs other duties as assigned

RESPONSIBILITIES

1. Manages the Health Services Operations function, acts as a subject matter expert, and provides guidance on Health Services departmental operations, with duties including but not limited to:
 - Managing the implementation and on-going monitoring of all Health Services related regulatory requirements, including those related to Utilization Management, Community Care Coordination, Quality Improvement and Population Health, Behavioral Health, and Pharmacy
 - Collaborating with all Health Services departments on the development and implementation of new programs and requirements, such as those related to Alliance expansion into new service area counties, the National Committee for Quality Assurance (NCQA) accreditation process, and Dual Special Needs Plans (D-SNP) integration
 - Overseeing and coordinating implementation of Department of Health Care Services' Managed Care All Plan Letter (APL) requirements, including those requirements related to the California Advancing and Innovating Medi-Cal (CalAIM) initiative to implement broad delivery system, program, and payment reform across the Medi-Cal program
 - Ensuring Health Services policies comply with current state and federal policies and directives
 - Working cross-functionally with Health Services directors and subject matter experts to develop operational approaches and communicating with impacted Alliance departments to ensure successful implementation of Health Services operational processes
 - Monitoring and evaluating Health Services operations to ensure full compliance with regulatory requirements and successful internal and external audits
 - Overseeing the review and analysis of audit findings and recommendations for corrective action plans
 - Participating in the development and monitoring of performance metrics that align with strategic priorities
 - Ensuring that administrative staff collate, package, store and update documents and materials in accordance with regulatory requirements
 - Leading process improvement efforts within the Health Services Division in order to optimize compliance
 - Assisting with the development and maintenance of the Health Services Division assessment, including review of processes and responsibilities

- Developing and maintaining analytic reports related to Health Services Division strategic goals and projects
 - Drafting, recommending, and implementing administrative policies and procedures related to Health Services operations
 - Developing, implementing, and ensuring compliance with Health Services Division policies and procedures
 - Overseeing the preparation and maintenance of records and reports and related documents
 - Attending and participating in internal and external meetings related to Health Services Division activities
 - Conducting complex research and analysis related to Health Services strategies
 - Monitoring the unit budget and project budgets and assisting the Health Services Officer with budget development, purchasing, and invoice approvals
 - Developing and evaluating RFPs, participating in vendor selection and contract development, and monitoring and evaluating the work of selected vendors
 - Providing updates to Alliance leadership, making presentations, supporting and training end users, and developing related materials
 - Staying informed of current best practices and new developments in the field and ensuring staff does the same
 - Monitoring legislative and legal changes related to Alliance functions and ensuring timely communication
2. Manages the Health Services Division’s regulatory reporting function, with duties including but not limited to:
- Ensuring consistency and accuracy of Health Services reporting by functioning as a resource and coordinator of reporting activities across the Division
 - Managing the preparation and submission of state mandated reports
 - Overseeing research and analytical work related to the development of regulatory reports and audit responses
 - Overseeing the development of quantitative analysis strategies designed to meet NCQA and DHCS standards for reporting
 - Participating in the troubleshooting of regulatory reporting issues
 - Maintaining current knowledge of regulatory and accreditation agencies and related requirements, such as DHCS, Department of Managed Health Care (DMHC), NCQA, Centers for Medicare and Medicaid Services (CMS), and Knox Keene
 - Staying informed of changes to existing regulatory reporting requirements and ensuring staff does the same
 - Responding to internal and external inquiries related to regulatory reporting
3. Manages, leads, supervises, mentors, and trains assigned staff, with duties including but not limited to:
- Managing and supervising staff, setting goals and objectives, delegating and assigning work
 - Providing mentoring, coaching, and development and growth opportunities to staff and subordinate supervisors
 - Interviewing and participating in the selection of staff in conjunction with the Health Services Officer
 - Assisting subordinate supervisors with orienting staff to Health Services functions and with on-going supervisory responsibilities

- Evaluating employee performance, providing feedback to staff, and coaching, counseling, or disciplining staff when performance issues arise
- Collaborating with the Health Services Officer in developing staff training plans, career pathways and routine individual staff performance reviews
- Overseeing or conducting staff training, including the development and maintenance of Health Services Operations training materials, in conjunction with subordinate supervisors and the Training and Development team
- Identifying training gaps and opportunities for improved performance
- Overseeing staff in multiple office locations and/or telecommute settings

7. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business, Public Administration, Health Care Administration, or a related field and a minimum of six years of healthcare operations experience across a variety of operational departments including a minimum of three years of experience in a managed care setting, which included some lead or supervisory responsibility (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of methods and techniques of research, data collection, analysis, and reporting
- Working knowledge of the principles and practices of managed care
- Working knowledge of healthcare regulatory processes
- Working knowledge of Title 22, Knox Keene, Medicaid or Medicare, entitlement programs, and related regulations.
- Working knowledge of NCQA and CMS requirements, standards, and reporting
- Working knowledge of the principles and practices of program and project management
- Working knowledge of the basic principles and practices of supervision and training
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency in Windows based PC systems and Microsoft Word, Outlook, PowerPoint, Excel, Adobe Acrobat, and database software
- Some knowledge of quality improvement practices and audit techniques
- Some knowledge of state and federal legislative processes
- Ability to develop work plans and workflows and organize and prioritize activities
- Ability to act as a technical resource and interpret, apply and explain complex principles, policies, procedures, regulations, terms, processes, and programs related to area of assignment
- Ability to train, mentor, supervise, and evaluate the work of staff and motivate staff to achieve goals and objectives
- Ability to organize and prioritize the work of others, delegate effectively, and follow up on work assignments
- Ability to provide leadership and facilitate and lead meetings and projects
- Ability to identify and define issues, conduct research, interpret data and information, evaluate options, and recommend or implement appropriate action

- Ability to effectively, clearly, and independently document, summarize and resolve complex issues
- Ability to manage the development and implementation of projects, systems, programs, policies, and procedures
- Ability to partner with Data Analytics Services staff to optimize systems and develop reports
- Ability to analyze and interpret legal and contractual language
- Ability to analyze data and prepare written and oral reports
- Ability to create forms, correspondence, and other program documents
- Ability to present information, data and results in a clear and understandable manner utilizing methods appropriate to various forums
- Ability to foster effective and collaborative working relationships both internally and externally, influence others, and build consensus with individuals at all levels in the organization
- Ability to develop training materials, in conjunction with Training and Development staff, and conduct training
- Ability to provide input regarding budget development, perform budget monitoring, and assist with purchasing activities
- Ability to adapt to and initiate change
- Ability to work independently and make decisions related to areas of functional responsibility

DESIRABLE QUALIFICATIONS

- Master's degree in Business, Public Administration, Health Care Administration, or a related field

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
- Ability to travel to different locations in the course of work

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.