



## MEDICARE COMPLIANCE PROGRAM MANAGER

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**Position Status:** Exempt  
**Reports To:** Chief Compliance Officer  
**Effective Date:** 11/02/23  
**Revised Date:**  
**Job Level:** P4

### POSITION SUMMARY

Under general direction, this position:

1. Acts as the Compliance Division's Medicare compliance subject matter expert
2. Performs program planning and design in support of the development, implementation, and on-going management of the Alliance's Centers for Medicare and Medicaid (CMS)-compliant Compliance Program
3. Supports organizational efforts related to building the Alliance's Dual Eligible Special Needs Plan (D-SNP) product
4. Guides and supports Alliance departments in confirming and maintaining compliance with CMS requirements
5. Performs other duties as assigned

### RESPONSIBILITIES

1. Acts as the Compliance Division's Medicare compliance subject matter expert, with duties including but not limited to:
  - Acting as a Medicare compliance subject matter expert and advisor to all levels of staff and as primary point of contact for overall coordination of Medicare compliance activities
  - Providing support and advice to the Chief Compliance Officer, Compliance Director, and other Compliance Division staff related to the development and ongoing management of CMS-compliant programs
  - Supporting the Chief Compliance Officer in the development and implementation of CMS-compliant programs, systems, and policies
  - Conducting complex research and analysis related to Medicare compliance strategies
  - Maintaining knowledge of regulatory requirements related to D-SNP and recommending a course of action to ensure compliance
  - Working with Compliance Division leadership to integrate Medicare operations into existing Compliance operations
  - Ensuring Compliance Programs, such as the Delegate Oversight Program and Internal Audit and Monitoring Program, are adjusted to meet Medicare requirements
  - Supporting Compliance Division staff in gaining understanding of Medicare compliance requirements and in the development or revision of existing programs to align with those requirements by providing formal and informal training and education
  - Providing guidance and support to Compliance staff responsible for executing Medicare Compliance Program activities, in collaboration with Compliance Division leadership
  - Advising staff across the organization regarding Medicare compliance requirements to ensure that Alliance operations comply with relevant Medicare requirements and providing training and education, as needed

2. Performs program planning and design in support of the development, implementation, and ongoing management of the Alliance's Centers for Medicare and Medicaid (CMS)-compliant Compliance Program, with duties including but not limited to:
  - Assisting with planning, developing, designing, and implementing the Alliance's CMS-compliant Compliance Program
  - Conducting ongoing assessments of the current Compliance Program, including working with vendors to conduct Compliance Program Effectiveness audits, recommending strategies to address gaps, and overseeing the implementation of responsive actions
  - Reviewing the existing compliance system and related policies and developing recommendations to bring the existing system into compliance with Medicare requirements
  - Working with Compliance Division leadership to integrate Medicare operations into existing Compliance operations
  - Ensuring Compliance Programs, such as the Delegate Oversight Program and Internal Audit and Monitoring Program, are adjusted to meet Medicare requirements and that programs are continually reviewed to ensure ongoing compliance with changing requirements
  - Managing day-to-day Medicare Compliance Program activities and ensuring effective tactical execution of the work
  - Staying informed of current Medicare requirements and making recommendations regarding implementation of same
  - Establishing an effective working relationship with CMS, including attending regular meetings with CMS staff
  - Supporting Compliance Department staff in managing CMS audits, including overseeing the collection of information and materials in support of audit preparation, coordinating audit responses, and overseeing the development of corrective action plans responsive to findings from regulatory audits
  - Informing the Chief Compliance Officer and Compliance Director about situations of non-compliance
  - Preparing and presenting reports for the Compliance Committee regarding Plan compliance with Medicare requirements and working with the Compliance Committee to ensure all staff are educated and trained on Medicare Compliance Program content
  - Drafting policies and procedures related to Medicare compliance, ensuring alignment with CMS requirements
  - Providing support and oversight of Compliance staff responsible for ensuring timely and accurate regulatory reporting related to the Alliance's D-SNP product
  - Developing and evaluating RFPs, participating in vendor selection and contract development, and monitoring and evaluating the work of selected vendors
3. Supports organizational efforts related to building the Alliance's Dual Eligible Special Needs Plan (D-SNP) product, with duties including but not limited to:
  - Coordinating with the Medicare Program Manager to ensure a coordinated approach to implementation of D-SNP requirements and prevent duplication of efforts
  - Working collaboratively with all departments to support continuous progress toward a compliant implementation of D-SNP
  - Participating cross-functionally in project teams and business planning to support D-SNP initiatives
  - Assisting with the development of internal communications related to D-SNP policies, protocols, and activities to raise awareness among all staff

4. Guides and supports Alliance departments in confirming and maintaining on-going compliance with CMS requirements, with duties including but not limited to:
  - Participating in the review and analysis of Medicare requirements and supporting Compliance Department staff responsible for overseeing implementation of new requirements
  - Providing information, analysis, and advice to departmental representatives to ensure their full understanding of Medicare requirements and to enable departments to implement D-SNP compliant operations
  - Participating cross-functionally in business planning to support Medicare compliance
  - Leading and participating in meetings and project teams, assigning and monitoring the work of team members, and providing guidance and leadership to staff
  - Researching and responding to staff questions regarding Medicare compliance
  - Assisting other Alliance departments with the resolution of issues related to Medicare compliance
  - Developing internal communications related to Medicare compliance policies, protocols, and activities to raise awareness among staff
  - Developing and conducting operational training related to Medicare compliance requirements and developing related training materials, in coordination with Training and Development staff
5. Performs other duties as assigned

#### EDUCATION AND EXPERIENCE

- Bachelor's degree in Business, Health Administration, Public Policy, or a related field and a minimum of eight years of experience in a managed care setting which included a minimum of five years of Medicare-Advantage and/or D-SNP experience and three years of experience related to Medicare compliance (a Master's degree may substitute for two years of the general managed care experience); or an equivalent combination of education and experience may be qualifying

#### KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of healthcare regulatory policies
- Thorough knowledge of the principles and techniques associated with healthcare compliance functions
- Thorough knowledge of the methods and techniques of Medicare Advantage or D-SNP implementation and/or operational program management
- Thorough knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel (including pivot tables), Outlook, PowerPoint, and Visio
- Working knowledge of research, analysis, and reporting methods
- Working knowledge of the principles and practices of program development, implementation, management, and evaluation
- Working knowledge of the principles and practices of project management
- Working knowledge of State and Federal legislative processes, including the regulatory environment
- Some knowledge of the methods and techniques of Medicare product implementation and/or management
- Some knowledge of complex practices, issues, and theoretical principles related to Medicare Advantage or D-SNP
- Some knowledge of the principles and practices of customer service
- Some knowledge of audit practices and techniques

- Ability to work effectively with cross-functional teams and build strong relationships with stakeholders
- Ability to act as a technical resource and explain complex laws, regulations, processes, and programs related to areas of responsibility
- Ability to demonstrate strong analytical skills, accurately collect, manage and analyze data, identify issues, offer recommendations and potential consequences, and mitigate risk
- Ability to identify, discuss, evaluate, and resolve complex and unusual problems in a timely manner
- Ability to lead or assist with the development and implementation of programs, projects, systems, policies, and procedures
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to identify new processes and systems to improve productivity and results
- Ability to learn and apply Medi-Cal specific regulations and processes
- Ability to understand contractual language and its impact on vendor obligations and performance
- Ability to foster effective working relationships, influence others, negotiate and persuade others, and build consensus with individuals at all levels in the organization and with external stakeholders
- Ability to demonstrate a collaborative working style, build rapport, and effectively manage internal and external business relationships
- Ability to manage and evaluate the work of contracted vendors and consultants
- Ability to provide leadership, facilitate meetings, and influence and motivate project team members and peers to achieve program goals and objectives
- Ability to make presentations and adjust communication style in order to facilitate collaboration and understanding
- Ability to prepare written and oral reports, correspondence, and other program documents
- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to develop training materials, in conjunction with Training and Development staff, and conduct training
- Ability to work independently, manage assigned workload, make decisions related to areas of functional responsibility, and recognize issues requiring escalation

#### DESIRABLE QUALIFICATIONS

- Master's degree in Business, Health Administration, Public Policy, or a related field
- Working knowledge of Medi-Cal and related regulations

#### 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

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*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.*