



MEDICARE PROGRAM MANAGER

Position Status:	Exempt
Reports To:	Medicare Operations Director
Effective Date:	05/23/23
Revised Date:	04/14/25
Job Level:	P4

POSITION SUMMARY

Under general direction, this position:

1. Performs program planning and design in support of development and implementation of the Alliance's Medicare Dual Special Needs Plan (D-SNP) Program and performs on-going operational program management
2. Works collaboratively with all Alliance departments to ensure successful implementation and on-going management of the D-SNP Program
3. Engages with external stakeholders and provides operational support and relationship management for vendor delivered programs with a focus on quality, accessibility, sustainability, and integration within the Alliance
4. Performs other duties as assigned

RESPONSIBILITIES

1. Performs program planning and design in support of development and implementation of the Alliance's Medicare Dual Special Needs Plan (D-SNP) Program and performs on-going operational program management, with duties including but not limited to:
 - Supporting the Medicare Executive Director in the design and launch of the Alliance's first Medicare D-SNP Program, including over program management
 - Managing the D-SNP Program from initiation through delivery and monitoring program activities, including performance metrics, for continuous improvement
 - Assisting with the development and management of a portfolio of Medicare products that meet the needs of members and stakeholders on an on-going basis
 - Conducting market research and analysis in order to understand the needs of current and prospective members
 - Developing methods, techniques, and evaluation criteria to ensure that program objectives are met and to evaluate the impact of the D-SNP Program
 - Engaging with internal and external stakeholders to develop, manage, and improve programs serving the Alliance's D-SNP members
 - Developing metrics and reports to monitor the effectiveness of the D-SNP program, evaluating D-SNP program initiatives to improve performance, and recommending adjustments as necessary
 - Managing day-to-day activities and operational issues related to the D-SNP Program
 - Maintaining knowledge of regulatory requirements related to D-SNP
 - Ensuring that the D-SNP Program and related processes adhere to regulatory and contractual requirements, laws, accreditation standards, and regulations, including Medicare Advantage,

Centers for Medicare and Medicaid (CMS), Department of Managed Health Care (DMHC), and the Affordable Care Act

- Supporting the Medicare Program Executive Director in the preparation of required reports and submissions
 - Assisting with research, preparation, and revision of policies, procedures, and member materials
 - Gathering information and materials in support of audit preparation and assisting with development of audit responses
 - Participating in the evaluation of program goals to ensure alignment with departmental and organization-wide goals
 - Working with the Medicare Program Executive Director to prepare and deliver reports for organizational leadership and the Board
 - Educating and working with external partners and participating practices to identify opportunities for innovation and adopt actions to improve processes and outcome
 - May assist with overseeing and performing Medicare enrollment activities, as assigned
2. Works collaboratively with all Alliance departments to ensure successful implementation and on-going management of the D-SNP Program, with duties including but not limited to:
- Acting as a subject matter expert to all levels of staff and as primary point of contact for overall coordination of the D-SNP Program
 - Working collaboratively with all departments to ensure continuous progress toward a compliant implementation of D-SNP, including timely production of deliverables related to implementation of the D-SNP program
 - Leading review and analysis of Medicare requirements and coordinating with departmental representatives to address implementation of those requirements, including reporting and monitoring processes
 - Participating cross-functionally in business planning to support D-SNP initiatives
 - Leading and participating in project teams, assigning and monitoring the work of team members, and providing guidance and leadership
 - Assisting other Alliance departments with the resolution of issues for members enrolled in the D-SNP Program
 - Developing internal communications related to D-SNP policies, protocols, and activities to raise awareness among all staff
 - Developing and conducting operational training related to D-SNP services, including provider- and vendor-delivered services, in coordination with Training and Development staff
3. Engages with external stakeholders and provides operational support and relationship management for vendor delivered programs with a focus on quality, accessibility, sustainability, and integration within the Alliance, with duties including but not limited to:
- Serving as primary point person and liaison with contracted vendors
 - Educating and working with vendors to identify opportunities for innovation and adopt improvement actions
 - Participating in the development, implementation, and management of vendor communications and on-going relationship management
 - Reviewing reports from vendors and providing summary reports of performance and compliance to the Medicare Program Executive Director

- Building and maintaining strong relationships with key stakeholders, including government agencies, health care providers, and community organizations
- Representing the organization and the Medicare program at community meetings, public forums, and industry events

4. 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 three years of program/project management experience and one year of Medicare-Advantage and/or D-SNP experience (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 and proficiency with Windows based PC systems and Microsoft Word, Excel (including pivot tables), Outlook, PowerPoint, and Visio
- Working knowledge of the methods and techniques of Medicare Advantage or D-SNP implementation and/or operational program management
- Working knowledge of the methods and techniques of Medicare product implementation and/or management
- 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 research, analysis, and reporting methods
- Some knowledge of complex practices, issues, and theoretical principles related to Medicare Advantage or D-SNP, including the market and regulatory environment
- Some knowledge of the principles and practices of customer service
- Some knowledge of State and Federal legislative processes
- 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 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 the Medicare enrollment process
- Experience managing Medi-Cal products
- Familiarity with the healthcare environments and provider networks in 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
- 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.