



## NCQA COMPLIANCE PROGRAM MANAGER

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**Position Status:** Exempt  
**Reports To:** Compliance Director  
**Effective Date:** 08/06/24  
**Revised Date:**  
**Job Level:** P4

### POSITION SUMMARY

Under general direction, this position:

1. Acts as the Compliance Division's National Committee on Quality Assurance (NCQA) compliance subject matter expert
2. Performs program planning and design in support of the implementation, on-going management, and oversight of the Alliance's NCQA Compliance Program
3. Guides and supports Alliance departments in maintaining compliance with NCQA requirements
4. Performs other duties as assigned

### RESPONSIBILITIES

1. Acts as the Compliance Division's National Committee on Quality Assurance (NCQA) compliance subject matter expert, with duties including but not limited to:
  - Managing and leading activities associated with ongoing auditing, monitoring, and analysis of plan performance against the NCQA standards
  - Coordinating all NCQA-related activities across the organization to ensure on-going maintenance of NCQA Health Plan and Health Equity accreditation and prepare for reaccreditation through the renewal process
  - Acting as an NCQA accreditation and compliance subject matter expert and advisor to all levels of staff and as the primary point of contact for overall coordination of NCQA compliance activities
  - Ensuring compliance with NCQA Health Plan Accreditation and NCQA Health Equity Accreditation standards by comparing policies, procedures, reports, materials, files, and other documents to the standards
  - Identifying resources and accountabilities within departments involved with accreditation and ensuring engagement by impacted departments
  - Leading NCQA deliverables submissions and related special projects
  - Working with staff to ensure the submission of Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) data for the renewal survey
  - Providing support and advice to the Compliance Director and other Compliance Division staff related to the development and ongoing management of NCQA compliant programs, systems, and policies
  - Drafting policies and procedures related to NCQA compliance, ensuring alignment with NCQA requirements
  - Working with the Regulatory Affairs Team to communicate and implement new and/or revised NCQA requirements across the organization
  - Reviewing and approving policies, procedures, and reports across the organization for on-going NCQA compliance

- Maintaining knowledge of current NCQA requirements, communicating changes to NCQA standards in an ongoing and timely manner, and assisting departments with updating policies, procedures, reports, materials, and workflows to implement and maintain compliance with updated standards, as applicable
  - Staying informed of changing NCQA requirements and ensuring that Alliance activities, policies and procedures comply with current requirements
  - Informing the Compliance Director about situations of non-compliance in a proactive and timely manner
  - Preparing and presenting reports for the Compliance Committee regarding Plan compliance with NCQA requirements, delegate oversight, and updates regarding monitoring and auditing results
  - Working with the Compliance Committee to ensure all staff are educated and trained on NCQA Compliance Program content
  - Acting as resource to contractors and subcontractors regarding NCQA requirements and related questions
  - Conducting complex research and analysis related to NCQA compliance strategies
  - Identifying business process improvements and proactively communicating needed improvements to relevant stakeholders
  - Serving as the Alliance's primary liaison with NCQA, ensuring the Alliance's good standing with the NCQA, and responding to inquiries from the NCQA
  - Escalating issues, including any risks to accreditation, to the Compliance Director
2. Performs program planning and design in support of the implementation and on-going management of the Alliance's NCQA Compliance Program, with duties including but not limited to:
- Assisting with planning, developing, designing, implementing, updating, and maintaining the Alliance's NCQA Compliance Program
  - Managing day-to-day NCQA Compliance Program activities and ensuring effective tactical execution of the work
  - Staying informed of current NCQA requirements and making recommendations regarding implementation of same
  - Developing comprehensive reaccreditation work plans, including establishing deliverables, accountabilities, and timelines
  - Monitoring and auditing records, files, policies, procedures and activities across the organization to ensure compliance with NCQA requirements
  - Overseeing the health plan and health equity reaccreditation processes and submissions, including developing and administering surveys, developing, conducting, and overseeing audits, and reviewing and preparing reports
  - Ensuring that NCQA requirements are incorporated into departmental workflows and updated in a timely manner in response to changing NCQA requirements
  - Evaluating the impact of Department of Health Care Services All Plan Letters on NCQA compliance requirements
  - Developing and implementing mock surveys and conducting mock file reviews to evaluate compliance with NCQA requirements
  - Collaborating with the Compliance team to monitor activities for compliance with NCQA standards in conjunction with compliance activities related to compliance with state regulatory and contractual requirements

- Monitoring subcontractor compliance with NCQA requirements in collaboration with other Alliance departments
  - Developing and evaluating RFPs, participating in vendor selection and contract development, and monitoring and evaluating the work of selected vendors and subcontractors
  - Assisting the Compliance Director with budget development and monitoring related to NCQA expenses
  - Providing support to the Compliance Director and performing ad hoc compliance related assignments, as needed
3. Guides and supports Alliance departments in maintaining compliance with NCQA requirements, with duties including but not limited to:
- Providing information, analysis, and advice to departmental representatives to ensure their full understanding of NCQA requirements and to enable departments to implement NCQA compliant operations
  - Reviewing and analyzing NCQA requirements and supporting Alliance staff responsible for overseeing implementation of new requirements
  - Leading and participating in meetings and project teams, assigning and monitoring the work of project team members, and providing guidance and leadership to staff
  - Researching and responding to staff questions regarding NCQA compliance
  - Assisting other Alliance departments with the resolution of issues related to NCQA compliance
  - Developing internal communications related to NCQA compliance policies, protocols, and activities to raise awareness among staff
  - Developing and conducting operational training related to NCQA compliance requirements and developing related training materials, in coordination with Learning and Development staff
4. Performs other duties as assigned

## EDUCATION AND EXPERIENCE

- Bachelor's degree in Business, Health Care Administration, Public Policy, or a related field and a minimum of eight years of experience in a health care setting which included a minimum of five years of experience performing program development and management including some experience developing program audits and performing program auditing (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 the principles and practices of program development, implementation, management, and evaluation
- Thorough knowledge of research, analysis, and reporting methods
- Working knowledge of the principles and practices of managed care and the Medi-Cal and/or Medicare Programs and related regulations
- Working knowledge of the principles and practices of project management
- Working knowledge of State and Federal legislative processes, including the regulatory environment
- Working knowledge of auditing and monitoring practices and techniques

- Working knowledge of corrective action plan development, implementation, and oversight
- Working knowledge of the principles and techniques associated with healthcare compliance functions
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel (including pivot tables), Outlook, PowerPoint, and Visio
- Ability to learn, synthesize, communicate, and apply NCQA specific requirements
- Ability to act as a technical resource and clearly and concisely 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 take initiative to address problems and make continuous process improvements
- Ability to translate complex issues into actionable plans and develop deliverables and measurable outcomes
- Ability to work effectively with cross-functional teams and build effective relationships with stakeholders
- 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 identify new processes and systems to improve productivity and results
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to understand and apply health equity principles
- Ability to understand contractual language and its impact on vendor and subcontractor 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 manage and evaluate the work of contracted subcontractors, 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 across wide-ranging internal and external audiences
- 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 Learning 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 Care Administration, Public Policy, or a related field
- Working knowledge of NCQA requirements
- Working knowledge of HEDIS and CAHPS
- Working knowledge of the principles and practices of quality improvement in a healthcare

- environment
- Working knowledge of database systems

#### 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.*