



PROVIDER NETWORK DEVELOPMENT MANAGER

Position Status: Exempt
Reports To: Provider Services Director
Effective Date: 01/25/24
Revised Date:
Job Level: M2

POSITION SUMMARY

Under administrative direction, this position:

1. Manages, plans, implements, and leads provider network development strategy
2. Manages and leads provider recruitment efforts
3. Manages and leads the Provider Network Development Unit, acts as a subject matter expert, provides guidance on unit functions and departmental operations
4. Manages, supervises, mentors, and trains assigned staff
5. Performs other duties as assigned

RESPONSIBILITIES

1. Manages, plans, implements, and leads provider network development strategy, with duties including but not limited to:
 - Managing and leading a strategic plan for expanding and optimizing the Alliance's provider network in alignment with member needs, organizational priorities, and regulatory requirements
 - Collaborating with the Provider Services Director and key stakeholders to develop a provider network strategy to ensure members' access to care for all lines of business
 - Identifying and prioritizing target areas for provider network development based on business goals and market analysis
 - Utilizing market insights to make informed decisions regarding provider network development strategies
 - Leading the analysis of provider network performance, identification of gaps, and development of strategies for improvement
 - Analyzing and understanding the access needs of Alliance members and ensuring timely recruitment of providers to address those needs
 - Collaborating with management across the organization to identify member access needs and develop strategies to achieve them
 - Collaborating with other departments, such as Finance, Legal Services and Compliance, to ensure seamless integration of provider network activities with overall organizational goals
 - Staying informed about market trends, competitor activities, and regulatory changes that may impact the provider network
2. Manages and leads provider recruitment efforts, with duties including but not limited to:
 - Maintaining a leadership role in the management and expansion of an adequate and qualified provider network, including the development and maintenance of provider relationships
 - Identifying, evaluating, and recruiting new healthcare providers, including physicians, hospitals, clinics, and other Department of Health Care Services distinguished providers and facilities

- Negotiating contracts and agreements, including with D-SNP providers, to ensure favorable terms and conditions for both parties
 - Ensuring a seamless and efficient process from the point of initial provider engagement to ensuring that newly onboarded providers are adequately informed about the health plan and are able to provide services to members in compliance with the provider contract
 - Overseeing the development and deployment of provider recruitment and onboarding materials and provider survey follow-up
3. Manages and leads the Provider Network Development Unit, acts as a subject matter expert, provides guidance on unit functions and departmental operations, with duties including but not limited to:
- Drafting, recommending, and implementing administrative policies and procedures related to provider network development and Provider Services Department operations
 - Conducting complex research and analysis related to provider network development strategies
 - Preparing narrative and statistical reports and overseeing the preparation and maintenance of records and reports and related documents
 - Providing updates to Alliance leadership, making presentations, supporting and training end users, and developing related materials
 - Attending and participating in internal and external meetings related to Provider Services Department activities
 - Monitoring the unit budget and project budgets and assisting the Provider Services Director 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
 - 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 communication of same
 - Providing support to the Provider Services Director and acting for the Director in the Director's absence
4. Manages, 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
 - Interviewing and participating in the selection of staff in conjunction with the Provider Services Director
 - Collaborating with the Provider Services Director in developing staff training plans, career pathways and routine individual staff performance reviews
 - Evaluating employee performance, providing feedback to staff, and coaching and counseling or disciplining staff when performance issues arise
 - Overseeing or conducting staff training, including the development and maintenance of training materials, in conjunction with the Training and Development team
 - Identifying training gaps and opportunities for improved performance
 - Overseeing staff in multiple office locations and/or telecommute settings
5. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Healthcare Administration, Business Administration, Social Science, or a related field and a minimum of six years of experience in managed care, which included a minimum of three years of supervisory or management level experience related to provider network development, provider relations, and/or provider contract negotiations (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 healthcare delivery systems, including hospitals, clinics, and other healthcare provider types
- Some knowledge of provider contract negotiation and contract management principles, including reimbursement rates, service level agreements, and performance metrics
- Thorough knowledge of the health care industry and managed care concepts
- Thorough knowledge of research, analysis, and reporting methods
- Thorough knowledge of the principles and practices of customer service
- Thorough knowledge of the principles and practices of supervision and training
- Working knowledge of the California Medi-Cal program entitlement programs, and related regulations
- Working knowledge of the principles and practices of provider relations management
- Some knowledge of standard marketing techniques
- Working knowledge of the principles and practices of program and project management
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel (including pivot tables), Outlook, and PowerPoint
- Some knowledge of the principles and practices of provider network evaluation, analysis, and reporting
- Some knowledge of health insurance processes, reimbursement models, and payer requirements
- Ability to negotiate contracts and terms with healthcare providers
- Ability to analyze provider network performance, identify gaps, and develop strategies for improvement
- Ability to act as a technical resource and explain regulations, processes, and programs related to area of assignment
- Ability to interpret and apply complex principles, policies, terms, and procedures
- Ability to train, mentor, supervise, and evaluate the work of staff, promote an atmosphere of teamwork and cooperations, and motivate staff to achieve goals and objectives
- Ability to organize and prioritize the work of others, develop work plans and workflows, delegate effectively and follow up on work assignments
- Ability to oversee the development, implementation, and management of projects, programs, systems, policies, and procedures
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to identify issues, conduct research, gather and analyze information, reach logical and sound conclusions, offer recommendations and potential consequences, and mitigate risk
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents

- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to independently document, summarize and resolve complex issues
- Ability to foster effective working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to present strategic information, data and results in a clear and understandable manner utilizing methods appropriate to various forums
- Ability to demonstrate a collaborative management style, build rapport, and effectively manage internal and external business relationships
- Ability to utilize good judgment and tact when interacting with health care providers, members, and other stakeholders
- Ability to provide leadership, facilitate meetings, and present information, data, and results in a clear and understandable manner utilizing methods appropriate to various forums
- Ability to adapt to or initiate change
- Ability to provide input regarding budget development, perform budget monitoring, and assist with purchasing activities

DESIRABLE QUALIFICATIONS

- Working knowledge of provider contract negotiation and contract management principles, including reimbursement rates, service level agreements, and performance metrics
- Working knowledge of the Medicare program and related regulations
- Working knowledge of Microsoft Visio and Adobe Acrobat
- Some knowledge of healthcare regulatory processes
- Some knowledge of provider networks in the Alliance service area counties, including large provider groups

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 travel to different locations in the course of work
- Ability to work effectively in a remote work environment

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.