



PROVIDER SERVICES CONTRACTS ANALYST

Position Status: Exempt
Reports To: Provider Services Contracts Manager
Effective Date: 12/01/08
Revised Date: 04/16/24
Job Level: P2

POSITION SUMMARY

Under limited supervision, this position:

1. Processes and tracks routine provider contracts from creation through final execution and ensures legal and regulatory compliance
2. Conducts research and analysis on contract terms and language to evaluate solutions and alternatives
3. Collaborates with individual stakeholders to provide guidance on Alliance contracting policies and procedures
4. Collects and synthesizes data to produce reports for external auditors and state agencies
5. Assists with program activities and special projects
6. Performs other duties as assigned

RESPONSIBILITIES

1. Processes and tracks routine provider contracts from creation through final execution and ensures legal and regulatory compliance, with duties including but not limited to:
 - Ensuring legal and regulatory compliance of Alliance contracts
 - Ensuring complete and accurate contract information is received from requestor to ensure compliant document preparation
 - Conducting research and analysis to ensure accurate document preparation, inclusion of applicable attachments, and that all terms and conditions are applicable
 - Preparing accurate and complete contracts and amendments pursuant to requests and communicating any barriers or challenges to contract preparation
 - Ensuring contracts are appropriately documented in reference/tracking tools and Alliance systems
 - Acting as subject matter expert on provider contracting models
 - Performing mass mailings of necessary contracting documents to network providers
 - Researching providers and entities to confirm legal status and coordinating pre-contractual activities with other Alliance staff
2. Conducts research and analysis on contract terms and language to evaluate solutions and alternatives, with duties including but not limited to:
 - Utilizing legal research tools and other sources to research contract language, policies, laws, and regulations to aid in interpretation or clarification of contracts
 - Evaluating alternative solutions and preparing recommendations for leadership
 - Leading routine contract negotiations and assisting the Provider Services Contracts Manager and Senior Provider Services Contracts Analysts with more complex negotiations.
 - Mitigating Alliance risk and liability when negotiating routine agreements and informing and advising appropriate Alliance staff, CEO and Alliance attorney of such risks

- Assisting with the development of contracts and amendments, in coordination with leadership
 - Assisting with special program and new contract process development and implementation
3. Collaborates with individual internal stakeholders to provide guidance on Alliance contracting policies and procedures, with duties including but not limited to:
 - Supporting internal stakeholder communication with external parties regarding contractual inquiries
 - Preparing communications and correspondence regarding current or planned contracts
 - Formally and informally training internal staff on the Alliance’s contracting policies and procedures
 - Participating in Alliance committees, workgroups, and projects, as assigned
 4. Collects and synthesizes data to produce reports for external auditors and state agencies, with duties including but not limited to:
 - Replying on an ad-hoc basis in response to government and agency inquiries
 - Running standard reports to support ongoing audit and oversight of the Alliance
 5. Assists with program activities and special projects, with duties including but not limited to:
 - Assisting the Provider Services Contracts Manager with program planning and workflow development and implementation.
 - Assisting with updating contract templates, playbooks, policies, and procedures to conform with laws, regulations, and Alliance business practices
 - Assisting with special programs, projects, and new contract process development and implementation
 - Auditing of internal contractor data in Alliance systems to ensure contractual provisions are accurately represented
 - Auditing of plan documents to ensure documentation accurately reflects contractor status
 - Performing continuous quality evaluation and recommending improvements to contract related functions
 - Representing the department at meetings and participating on projects, committees, and work groups, as assigned
 - Preparing reports, as assigned
 6. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor’s degree in Business, Legal Studies, Healthcare or a related field or possession of a Paralegal Certificate, and a minimum of three years of experience in health services, managed care, contracting or government assistance programs which included experience supporting or performing contract negotiations (a Master’s degree may substitute for two years of the required experience; a J.D. degree may substitute for three years of the required experience); or an equivalent combination of education and experience may be qualifying.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of legal terminology and standard contracting agreement structure
- Working knowledge of legislative and regulatory directives

- Working knowledge of the principles and practices of customer service
- Working knowledge of the methods and techniques of research, analysis, and reporting
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Outlook, PowerPoint and Excel, Adobe Acrobat, and database software
- Some knowledge of the principles and practices of contract negotiation
- Some knowledge of the methods, tools and techniques associated with contract development, review, implementation, and management
- Ability to independently negotiate routine contract provisions within the scope of assigned authority
- Ability to prepare, proofread and edit contracts
- Ability to exercise sound judgment and discretion and recognize issues requiring escalation to management
- Ability to understand, interpret, and apply contract language legislative and regulatory directives, policies, standards, and guidelines
- Ability to learn and apply Medi-Cal and Medicare specific regulations and processes to contract activities
- Ability to learn and apply the principles, practices and issues related to the Medicare Dual Special Needs Plan (D-SNP)
- Ability to demonstrate strong analytical and research skills, identify and troubleshoot issues, identify alternative solutions, and make recommendations for action
- Ability to research relevant legal materials to aid in decision making
- Ability to manage a high volume of contracts
- Ability to assist with the development and implementation of operational workflows
- Ability to assist in the implementation of software solutions
- Ability to prepare a variety of documents, reports, policies, procedures, and training materials
- Ability to produce organized, accurate, and detail-oriented work in a fast-paced environment and under the pressure of deadlines
- Ability to assist with the orientation and training of other staff, as assigned
- Ability to effectively and clearly document and summarize complex issues
- Ability to maintain accurate records and documentation
- Ability to produce organized, accurate, and detail-oriented work
- Ability to communicate clearly and effectively with internal and external stakeholders and individuals at all levels of the organization
- Ability to develop relationships with subcontractors
- Ability to develop and conduct presentations and training sessions related to Alliance contracting policies and procedures
- Ability to assess risk and offer recommendations for mitigation
- Ability to anticipate needs, be proactive and demonstrate resourcefulness
- Ability to recognize and safeguard sensitive and confidential information
- Ability to work independently with minimal supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Formal legal training, such as paralegal certification or possession of a Juris Doctor Degree
- Working knowledge of the principles and practices of contract negotiation
- Working knowledge of the methods, tools and techniques associated with contract development, review, implementation, and management
- Some knowledge of commercial healthcare, Medi-Cal, and/or Medicare related contracts
- Some knowledge of value-based contracting, such as pay-for-performance, capitation and population-based, shared savings, and at-risk contracts.
- Some knowledge of the principles and practices of behavioral health contracting

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.