



## RISK ADJUSTMENT PROGRAM MANAGER

---

**Position Status:** Exempt  
**Reports To:** Risk Adjustment Director  
**Effective Date:** 04/19/24  
**Revised Date:**  
**Job Level:** P4

### POSITION SUMMARY

Under general direction, this position:

1. Develops, manages, implements, and supports Risk Adjustment programs and manages Risk Adjustment Department activities
2. Manages small- to large-scale projects that advance business outcomes to achieve strategic objectives
3. Acts as a risk adjustment subject matter expert and resource
4. Performs other duties as assigned

### RESPONSIBILITIES

1. Develops, manages, implements, and supports Risk Adjustment programs and manages Risk Adjustment Department activities, with duties including but not limited to:
  - Planning, organizing, managing, and controlling the day-to-day operations of the Risk Adjustment Department
  - Leading strategic Risk Adjustment Program engagements, including responsibility for deliverables, resources, and outcomes
  - Participating in the development of provider incentive models for Risk Adjustment engagement activities, including developing the risk adjustment engagement business case, scope, staffing, and tactics to engage with providers on internal programs
  - Evaluating risks associated with Risk Adjustment Program goals and objectives and escalating issues to the Risk Adjustment Director, as appropriate
  - Developing and maintaining systems to track all risk adjustment activities
  - Analyzing data to determine effectiveness of risk adjustment strategies and preparing reports for leadership review
  - Supporting key objectives designed to build and strengthen patient care delivery and Risk Adjustment documentation and reporting capabilities, as well as driving continuous improvement efforts.
  - Providing updates to Alliance leadership, making presentations, and developing related materials
  - Partnering with Provider Services Division staff, which act as the liaisons, to communicate, educate, and train contracted providers on risk adjustment related activities
  - Monitoring reports related to provider services and working with Provider Services Division staff to ensure that issues are addressed and resolved in a timely manner
  - Coordinating with Information Technology Services on analytics and data submissions to state and federal agencies, such as Department of Managed Health Care and Centers for Medicare and Medicaid Services

- Participating in internal and external meetings related to Risk Adjustment Department activities
  - Monitoring the department budget and project budgets and assisting the Risk Adjustment 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 rules, regulations, and best practices related to risk adjustment activities
  - Conducting periodic market review to stay informed of industry leading practices and making recommendations regarding revisions to department approaches, methods, and tools
  - Drafting, recommending, and implementing administrative policies and procedures related to risk adjustment functions
  - Overseeing the preparation and maintenance of records, reports, and related documents
  - Providing support to the Risk Adjustment Director
2. Manages small- to large-scale projects that advance business outcomes to achieve strategic objectives, with duties including but not limited to:
- Managing projects from inception to implementation in support of risk adjustment objectives and regulatory requirements
  - Working with leadership, physicians, and technical staff within the health plan and with strategic partners, to identify, prioritize, and deliver projects that advance business outcomes and achieve strategic objectives relative to new and existing Risk Adjustment Programs
  - Working with project sponsors and stakeholders to facilitate communication and ensure ongoing alignment with project objectives, activities, and outcomes
  - Briefing senior and executive leadership on project status, including program strategy, performance, timelines, risks, and identified issues
  - Facilitating cross-functional project meetings with staff from across the organization
  - Leading and managing project team members and external consultants
  - Managing and monitoring project team activities to ensure project goals and timelines are met
  - Monitoring the performance of external consultants, identifying issues, and providing feedback and direction as needed
3. Acts as a risk adjustment subject matter expert and resource, with duties including but not limited to:
- Acting as a subject matter expert and resource to staff across the organization, including on the most complex risk adjustment issues
  - Conducting education sessions related to risk adjustment, both internally and externally
  - Assisting with the training and coaching of Alliance staff related to Risk Adjustment activities
  - Collaborating with the Learning and Development team to develop training materials
  - Escalating issues to the Risk Adjustment Director, as appropriate
4. Performs other duties as assigned

## EDUCATION AND EXPERIENCE

- Bachelor's Degree in Finance, Business, Healthcare Administration, Mathematics, Statistics, or a related field and a minimum of eight years of progressively responsible experience in healthcare finance or analytics, which included a minimum of three years of experience

managing or supporting risk adjustment programs (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

## KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of and proficiency in research, analysis, and reporting methods
- Thorough knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook, and PowerPoint
- Working knowledge of the principles and practices of risk adjustment program management
- Working knowledge of healthcare industry specific terms and healthcare related data types and structures, including member, claims, clinical, and provider types
- Working knowledge of the application and utilization of data and analytics to drive critical financial decisions
- Working knowledge of the principles and practices of project management
- Working knowledge of the principles and practices of customer service
- Some knowledge of the managed care industry
- Some knowledge of healthcare regulatory processes
- Some knowledge of Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS), and International Classification of Diseases (ICD) 9/10
- Some knowledge of healthcare financial statements and accounting principles
- Some knowledge of the principles and practices of statistical analysis
- Some knowledge of financial analytical and complex abstract reasoning concepts
- Some knowledge of data modeling techniques and business analytical and data mining tools, including SQL, and data visualization tools, such as Tableau
- Some knowledge of data warehouse, data mart, and dimensional data modeling technologies
- Some knowledge of Enterprise Data Warehouse (EDW) and data dictionary, including an understanding of the methods of searching for tables and fields
- Ability to analyze and evaluate data and trends and apply the results to the development of risk adjustment strategies and tactics
- Ability to act as a subject matter expert and provide guidance regarding the most complex risk adjustment activities to all levels of staff across the organization
- Ability to manage the development and implementation of projects, systems, programs, policies, procedures, and workflows
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to provide leadership and facilitate meetings
- Ability to lead strategic planning activities
- Ability to understand metrics and create metric dashboards
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents
- Ability to explain regulations, processes, and programs related to area of assignment
- Ability to analyze and interpret legal, regulatory, and contractual language, policies, procedures and guidelines, and legislative and regulatory directives
- Ability to oversee the work of contracted vendors
- 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 identify and resolve problems in a timely manner and escalate to the Risk Adjustment Director, as appropriate
- Ability to present information, data, and results in a clear and understandable manner utilizing methods appropriate to various forums and adjust communication style in order to facilitate collaboration and understanding
- Ability to foster collaborative internal and external working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to work independently and make decisions related to areas of functional responsibility

#### DESIRABLE QUALIFICATIONS

- Master's degree in Finance, Business, Healthcare Administration, Mathematics, Statistics, or a related field
- Project management certification, such as Project Management Professional (PMP)
- Some knowledge of Medicare, Medicaid, entitlement programs, 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
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

---

*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.*