



SENIOR PROVIDER SERVICES CONTRACTS ANALYST

Position Status: Exempt
Reports To: Provider Services Contracts Manager
Effective Date: 01/25/21
Revised Date: 04/16/24
Job Level: P3

POSITION SUMMARY

Under direction, this position:

1. Processes and tracks routine to complex provider contracts from creation through final execution, ensures legal and regulatory compliance, and conducts related research
2. Acts as a subject matter expert and resource to Alliance staff and other stakeholders regarding contracting processes and procedures, and provides training to other analysts and Alliance staff
3. Implements, manages, and serves as system administrator for Provider Services Contracts Team systems and synthesizes data to produce reports
4. Assists Provider Services Contracts Manager with program activities and special projects
5. Performs other duties as assigned

RESPONSIBILITIES

1. Processes and tracks routine to complex provider contracts from creation through final execution, ensures legal and regulatory compliance, and conducts related research, 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 on contract terms and language, in order to evaluate solutions and alternatives and prepare recommendations for leadership
 - Conducting research and analysis to ensure accurate document preparation, inclusion of applicable attachments, and that all terms and conditions included 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
 - Utilizing legal research tools and other sources to research contract language, policies, laws and regulations and to aid in development, interpretation or clarification of contracts
 - Developing contracts and amendments, in coordination with leadership
 - Leading contract negotiations related to routine to complex contracts
 - Mitigating Alliance risk and liability when negotiating agreements and informing and advising appropriate Alliance staff, the CEO and Alliance attorney of such risks
 - Researching providers and other entities to confirm legal status and coordinating pre-contractual activities with other Alliance staff
 - Leading the mass mailings of contracting documents to network providers

2. Acts as a subject matter expert and resource to Alliance staff and other stakeholders regarding contracting processes and procedures and provides training to other analysts and Alliance staff, with duties including but not limited to:
 - Acting as subject matter expert on provider contracting models
 - Supporting internal stakeholder communication with external parties regarding contractual inquiries
 - Preparing communications and correspondence regarding current or planned contracts
 - Formally and informally training staff on Alliance contracting policies and procedures
 - Orienting, training, and mentoring other analysts, providing technical direction, and guiding them in making sound judgment calls
3. Implements, manages, and serves as system administrator for Provider Services Contracts Team systems and synthesizes data to produce reports, with duties including but not limited to:
 - Working with Provider Services Contracts Manager to assess required system functionality and assess software solutions for workflows
 - Conducting application configuration, including developing and maintaining module environments and workflow customizations
 - Coordinating with vendor for application upgrades and development, as appropriate
 - Resolving bug and defect issues with software, including documenting issues and requests for support, analyzing reported issues, and resolving issues
 - Conducting ongoing assessment to ensure system designs meet internal requirements and developing plans to mitigate identified gaps
 - Maintaining integration with employee directory and maintaining security and access permissions
 - Ensuring data accuracy and integrity in systems
 - Coordinating and preparing routine and ad-hoc reports
 - Collecting and synthesizing data to produce reports for external auditors and state agencies
 - Running standard reports to support ongoing audit and oversight of the Alliance
 - Identifying, developing, and implementing automated reporting solutions
 - Developing and maintaining training materials related to Alliance systems and reporting, and facilitating training sessions for new and existing system users
4. Assists Provider Services Contracts Manager with program activities and special projects, with duties including but not limited to:
 - Assisting the Provider Services Contracts Manager in program planning and workflow development, implementation, and evaluation
 - 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
 - Conducting audits of plan documents to ensure documentation accurately reflects contractor status
 - Replying on an ad hoc basis in response to government and agency inquiries
 - Performing continuous quality evaluation and recommending improvements to contracting related functions
 - Auditing internal contractor data in Alliance systems to ensure contractual provisions are accurately represented
 - Representing the department at meetings and participating on projects, committees, and work groups, as assigned

5. Performs other duties as assigned

EDUCATION AND EXPERIENCE

Medi-Cal Assignment

- Bachelor's degree in Business, Legal Studies, Healthcare or a related field or possession of a Paralegal Certificate, and a minimum of five years of experience negotiating and processing contracts from creation through final execution in a healthcare environment (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.

Medicare Assignment

- Bachelor's degree in Business, Legal Studies, Healthcare or a related field or possession of a Paralegal Certificate, and a minimum of five years of experience negotiating and processing contracts from creation through final execution in a healthcare environment, including a minimum of two years of experience negotiating and processing Medicare contracts from creation through final execution;(a Master's degree may substitute for two years of the general healthcare environment experience; a J.D. degree may substitute for three years of the general healthcare environment experience); or an equivalent combination of education and experience may be qualifying.

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of the principles and practices of contract negotiation
- Thorough knowledge of the methods, tools and techniques associated with contract development, review, implementation, and management
- Thorough knowledge of the principles and practices of customer service
- Thorough knowledge of and proficiency with Windows based PC systems and Microsoft Word, Outlook, PowerPoint and Excel and Adobe Acrobat, legal research database programs, and database software
- Working knowledge of legal terminology related to contract administration
- Working knowledge of healthcare related contracts
- Working knowledge of Medicare contracts and Medicare related regulations and processes, if assigned to Medicare contract activities
- Working knowledge of the methods and techniques of research, analysis, and reporting
- Some knowledge of the principles, practices and issues related to the Medicare Dual Special Needs Plan (D-SNP), if assigned to Medicare contract activities
- 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 project management and workflow development
- Some knowledge of report development techniques and report writing tools
- Ability to independently negotiate contract provisions within the scope of assigned authority
- Ability to independently prepare, proofread and edit contracts
- Ability to understand, interpret and apply contract language, complex laws, legislative and regulatory directives, policies, standards, and guidelines
- Ability to demonstrate strong analytical and research skills, identify and troubleshoot issues, identify alternative solutions, and make recommendations for action

- Ability to identify and research relevant legal materials
- Ability to assess risk and offer recommendations for mitigation
- 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 manage a high volume of contracts
- Ability to develop and implement operational workflows
- Ability to identify needed system enhancements and evaluate and assist in the implementation of software solutions
- Ability to create datasets and build reports from datasets
- Ability to review data to ensure data integrity and quality and to identify data anomalies
- Ability to ensure accuracy, validation, and standardization of reports
- Ability to interpret reporting requirements and ensure accuracy of data reported
- 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, training, and mentoring of other staff, as assigned
- Ability to be proactive and demonstrate resourcefulness
- Ability to effectively and clearly document and summarize complex issues
- Ability to maintain accurate records and documentation
- 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 exercise sound judgment and discretion
- 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
- 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.