



**RAVENSWOOD FAMILY HEALTH CENTER**  
South County Community Health Center Inc.

**Position Description**

**POSITION TITLE:** Director of Managed Care Contracting  
**FSLA Status:** Exempt  
**REPORTS TO:** Chief Executive Officer

**POSITION SUMMARY:**

Under the administrative direction of the Chief Executive Officer (CEO), and in collaboration with the Management Team, the **Director of Managed Care will be initially** responsible for leading the effort of RFHC to enroll in Medi-Cal County health plans, Covered California and Commercial PPO health plans, and Medi-Cal and Medicare Capitation based payment plans; as part of this process, will negotiate health plan contracts, work closely with the executive team and managers to determine related agreements required to implement the health plan services such as laboratory, specialty and hospital arrangements, oversee health plan provider credentialing, create workflows for RFHC departments with health plans such as for referrals and eligibility, develop internal policies and procedures to manage each health plan interface with RFHC services, maintain all related documents current and compliant with all laws and regulations as they apply to an FQHC health center.

To prepare for the future of managing capitated risk, the Director of Managed Care would be responsible to develop administrative and financial tracking processes in order to understand RFHC's potential assigned beneficiary direct and attributed utilization and perform contract risk management analysis necessary for forecasting expenses, revenues and patient outcomes. This position is a member of the administrative team supporting PCMH standards and practices.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**Health Plan Contracting and Related Follow-up (90%)**

- Carry out the work of contacting, negotiating and preparing health plan contracts for Ravenswood Family Health Center (RFHC).
- Work with RFHC clinicians and management team to complete related agreements with health plan network providers for specialty, hospital and ancillary services.
- Assist the Referrals Department staff to connect with their counterparts in the health plan and with other network providers in order to facilitate access to specialty services.
- Assist the Eligibility Department staff to connect with their counterparts in enrollment at the health plan and with other network providers in order to handle beneficiary provider assignments, changes, appeals and denials.
- In collaboration with the RFHC Compliance Officer, assist in the development, and ongoing revision of health plan related policies and procedures to be implemented at RFHC.
- Coordinate with the RFHC Billing Department to insure that RFHC is paid appropriately for covered services delivered to beneficiaries as contracted by each health plan.
- Coordinate with the Decision Support and Finance departments to analyze beneficiary utilization, quality, cost and revenue data as part of managing RFHC financial, quality and compliance risk under each health plan.

- Work collaboratively with the Clinical Quality Management Team to analyze beneficiary experience to identify areas for improvement.

**Training Duties and Responsibilities (10%)**

- Develop training in-services collaboratively with Staff Development Director, Department Managers and Clinical Staff, to orient them and their support staff to health plan contract requirements.

**General Duties and Responsibilities**

- Ability to motivate a diverse group of individuals towards accomplishing common goals and objectives.
- Maintain up-to-date job knowledge through professional reading, conference and seminar attendance.
- Attends RFHC staff retreats and Board of Directors meetings, as requested by the Chief Executive Officer
- Represent RFHC in a positive light to patients, the community and other agencies.
- Other Duties and projects as assigned

**QUALIFICATIONS**

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Master’s or higher degree from an accredited college or university in public health, health administration, business administration, public policy or related field.
- Minimum 5 years experience as a senior executive in a Health Plan with responsibilities that include contract management, compliance with health plan contracts, policies and procedures.
- Prior training and/or experience in HIPPA, Title 28 California Code of Regulations, Knox-Keene Health Care Service Plan Act of 1975, Covered California, Medi-Cal, Medicare and CMS regulations.
- Experience with regulatory compliance audits of health organization and/or health plans.
- Demonstrated proficiency in previous work experience with excellent references.
- Caring and helpful attitude with demonstrated respect for confidentiality of patient and community member information.
- Excellent written and verbal communication skills including compiling and writing meaningful reports.
- Flexible, creative, well organized with ability to multi-task, build and motivate colleagues.
- Computer literate in PC skills and Microsoft Office (Word, Excel and PowerPoint with ability to use work processing, electronic spreadsheet, database programs, and electronic health record programs to support data collection and reporting.
- Willingness and ability to accept responsibility, make sound judgments, know professional boundaries of skill, deal with diverse ethnic groups, a variety of personalities, and work as a collaborative team member.
- Ability to work independently, to prioritize, organize and carry out work assignments with minimal supervision.
- Ability to communicate effectively and work directly with patients; physicians, staff, managers, department heads, health plans and government agencies and community members.
- Commitment to the goals and philosophy of Ravenswood Family Health Center.

Qualified applicants submit their resume and cover to:

[resumes@ravenswoodfhc.org](mailto:resumes@ravenswoodfhc.org)

Fax: 650.321.8576