

Director, C-SNP Programs

Position Title: Director of C-SNP Programs
Position Type: Full Time
Location: Westminster, CA or Arcadia, CA
Reports To: VP, Operations

About Clever Care Health Plan

Clever Care Health Plan is a newly founded Medicare Advantage health plan, will serve Medicare beneficiaries in Southern California. Our employees are passionate in providing the best services to our members and healthcare providers partners. Two office locations are at Arcadia, Los Angeles county and Westminster, Orange county. To learn more, please visit **CleverCareHealthPlan.com**.

Job Summary

Job Summary

The Director, C-SNP Programs will report to the Vice President of Operations and will serve as the professional leader of registered nurses and clinical social workers within Clever Care Health Plan's Utilization Management Department. The ideal candidate should be a good collaborator, experienced in people leadership, and who will serve as a mentor to staff and advisor to senior leadership. The selected candidate will also function as the subject matter expert on Medicare and Medi-Cal regulations, processes for dual eligible members, Medi-Cal SPD, Medicare Advantage, and other programs and services. The director will represent care management initiatives, client presentations, act as a liaison between other business units within Clever Care to bolster care management knowledge on community resources, best practices, and promote holistic and integrated approach to medical care management

The Director, C-SNP Programs will develop operational excellence, compliance, in the establishment of Clever Care's special needs plans (e.g. CSNP). This individual liaises with internal and external constituents to drive consistency in operations, adherence to regulatory (state and federal) requirements, and to offer high quality service across membership and partners. Establishes continuous improvement in the design and delivery of Clever Care's Model(s) of Care, supports the annual bid process and aids with monitoring overall ROI of Clever Care's SNP offerings.

Functions & Job Responsibilities

- Provides leadership to ensure best utilization of resources in obtaining organizational goals, regulatory compliance, adhering to corporate policies through program

development, oversight of daily operations, assessment of adequacy of staffing, and adherence to standards of care management staff

- Enhancement or creation of care management processes in compliance with regulatory requirements
- Development and operationalizing of the Model of Care (MOC) for SNP members (CSNP) in close collaboration with and guidance from the Chief Medical Officer of Clever Care Health Plan and Quality Management Department
- Responsible for ensuring that the care management department readiness for government and accreditation audits
- Primary involvement with committees, projects, initiatives, professional associations, and other service providers to promote appropriate and cost-effective care delivery for the population
- Integrates knowledge and experience in health care delivery in managed care and population health into provider network while seeking for opportunities to improve contractual relationships and partnerships with organizations/companies/agencies focused on services and programs to increase quality of life and health of all members
- Enhancement of nursing or social work practices that develop staff capabilities regarding managing interdisciplinary care activities and transition of care interventions and customer service efforts with patients and families to achieve overall patient satisfaction
- Demonstrates a passion for leading positive change by enhancement and sustainment of an innovative care management program that advocates for patient safety by keeping informed of mandates, regulations, and best practice innovations
- Enhancement and development of client health education, Advance Directives and End of Life counseling and support and promotes participation in staff, patient, and community education with sensitivity to the cultural practices of the Clever Care population
- Promotion of best practices in impacting social determinants of health
- Represent Clever Care in care management sponsored community events and fairs
- Regular collaboration with other Clever Care managers in care management and other business units
- Maintain daily measurement standards and outcomes for staff
- Participate in daily huddles with Care Management team members and the UM leadership team
- Directs, plans, implements, and evaluates audit, and compliance programs for the SNP department
- Establishes documentation guidelines based on CMS and Health Plan requirements and reviews/monitors adherence to ensure criteria is met
- Provides leadership and support in establishing the Quality Performance Initiatives at the market and national level.
- Utilizes internal audit tracking tools for review and validation of data integrity for HEDIS, STARS and Patient Safety Measures.

- Conducts Mock NQCA survey audits, ensure policies and procedures for the desk audit are in compliance with NCQA standards.
- Ensures Chronic Care Improvement Programs are established, progressing to ensure interventions are in place and outcomes are achieved. Ensures CMS reporting is complete each year.
- Conduct training on HEDIS / STAR measures, and data collection strategies.
- Leads NCQA HEDIS or Health Plan Accreditation audits
- Manages and monitors processes related to achieving and maintaining audit requirements, SNP compliance and/or delegation
- Effectively plans, prepares, communicates, executes the audit process, and institutes corrective action/follow-up related to the audit process
- Able to effectively receive audits in a professional, ethical, and objective manner interpreting departmental standards / requirements, with an awareness of potential legal and financial ramifications

Qualifications

Education:

- A minimum of a bachelor's degree in Nursing from a regionally accredited college or university, master's degree preferred
- Licensure as a Registered Nurse (RN) in California
- Certified Case Manager (CCM), Certified Professional in Health Quality (CPHQ), or related board certification, i.e. ACM from a nationally recognized entity

Experience:

- Previous leadership experience in MMP, CSNP or SNP Managed Care Quality
- 5 to 7+ years clinical or managed care experience in the healthcare industry
- Demonstrated ability to execute multiple functional business objectives.
- Experience managing staff
- HEDIS &/or State Quality Withhold measures experience
- Active RN licensure

Skills:

- 5+ years of healthcare experience to include experience in a managed care setting.
- Certified in CAQH or CHCQM Quality Management or meet eligibility requirements and willing to become certified within 6 months of hire.
- Knowledge and experience with NCQA standards, CMS SNP STARS/HEDIS and PQA metrics/requirements.

- Experienced leading or participating in NCQA health plan accreditation preparation and success.
- Experience and skilled working with people at all levels in an organization.
- Advanced level of proficiency with Microsoft office applications, including but not limited to databases, word-processing, spreadsheets, and graphical displays.
- Excellent training and presentation skills with solid communication capabilities and practices, both oral and written.
- Demonstrated effective organizational skills.
- Excellent communication, writing, proofreading and grammar skills
- Exceptional written and oral communication skills.
- Excellent organizational skills and attention to detail
- Ability to interact with all levels of the organization, as well as external stakeholders.
- Superior meeting facilitation skills
- Demonstrated ability to work independently and manage multiple projects simultaneously.
- Proactive, motivated, and a collaborative team player.
- Demonstrated ability to adapt quickly to changing priorities.
- Ability to analyze, compile, format, and present data to a variety of stakeholders.
- Strong critical thinking, analytical, and problem-solving skills.
- Demonstrated ability of managing competing priorities as well as stakeholders with differing objectives/perspective

Qualifications:

What's in it for you?

1. A competitive compensation and benefits program.
2. Generous paid-time-off (PTO).
3. Ten paid holidays per year.
4. Excellent 401k saving plan, employer provides up to 4% match and employer contribution match is 100% immediately vested.
5. A work-life balance and much more!

Please email your resume directly to hr@ccmapd.com

Clever Care Health Plan Inc. is an equal opportunity employer and it is our policy to abide by all federal, state, and local laws prohibiting employment discrimination. All qualified applicants will receive consideration for employment.