



Director of Medical Management

Common Ground Healthcare Cooperative (CGHC) is a nonprofit, member governed health insurance cooperative with a mission to pursue better healthcare for individual consumers and small employers. CGHC is looking for a Director of Medical Management who believes in our mission, is comfortable working in an exciting, fast-paced environment and who is compatible with our team of hardworking, fun and committed staff.

Position Summary

In collaboration with the health plan's Chief Medical Officer, the Director of Medical Management is responsible for the overall strategy and leadership of CGHC's care management programs, including total population health management. This position will manage existing care management vendor relationships and implement and manage a population health program with the goal of lowering the cost of healthcare for our members and improving outcomes through advocacy, partnerships, and innovation.

Essential Duties, Responsibilities

- Formulates and implements a strategic plan which will grow population health management service capabilities within CGHC.
- Evaluates and determines staffing needs to address both the clinical and social needs of our membership, including overseeing hiring, development and cross-training of staff to ensure available capabilities in meeting current and anticipated delivery needs.
- Builds deep clinical relationships with health systems and other community resources to partner on initiatives to improve member health and well-being.
- Creates an environment whereby care management staff can build trusting relationships with our membership to allow improved member education and engagement.
- Evaluates all available sources of data, both health plan specific and publicly available data, to drive decisions and prioritize member outreach.
- Works across departments to align initiatives with other aspects of the plan including benefit plan designs, provider contracting, operations, etc.
- Ensures that all programs and services meet State, Federal, and National Committee for Quality Improvement (NCQA) standards and requirements
- Manages direct reports, including coordination of staff development and enrichment, establishing performance expectations, provide coaching/mentoring, performance monitoring and appraisals

Knowledge and Skill Requirements

- Active, unrestricted RN License in the State of WI; BSN with advanced degree preferred
- 10+ years of clinical nursing, quality improvement, and management experience, including at least 3-5 years of health plan medical management and health care analytics experience
- In-depth knowledge of healthcare management, managed-care, and population health
- Experience working with and collaborating successfully with senior level leadership; experienced in preparing and presenting information to clinical and executive level leadership

- Previous management experience including responsibilities for hiring, training, assigning work and managing performance of staff
- Ability to work independently, handle multiple assignments and prioritize workload
- Advanced ability as a licensed professional to communicate on any level required to meet the demands of the position using lines of authority appropriately
- Highly developed critical thinking, problem-solving, and organizational skills
- Experience with systems and process design/implementation/evaluation
- Experience with using analytics and information technology to advance programmatic design
- Experience evaluating and modifying programmatic approaches to population health problems
- Skilled communicator with individuals and groups (verbal, writing, and presentation)
- Working knowledge of medical information systems, medical claims payment process, medical terminology and coding, case management practices, managed care, and Medicaid programs.
- Familiarity of National Committee on Quality Assurance (NCQA) accreditation process and standards.
- Strong Microsoft Office Skills with Word, Excel, Outlook and PowerPoint
- Experience with EPIC electronic medical record system, preferred

Physical Demands and Work Environment

Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions. This position operates in an office setting in a very fast paced environment. This role routinely uses standard office equipment, including computers, phones, photocopiers, and fax machines. While performing the duties of this job, the individual is regularly required to talk, hear, stand, and walk. Additionally, for some client-vendor meetings and/or trainings there may be some local or out of state travel required at times.

Join a winning team of committed professionals! Qualified applicants should send their cover letter, resume and salary requirements to jobs@commongroundhealthcare.org.