



Job Description

OPERATIONS COORDINATOR

POSITION SUMMARY:

Work with Operations Team to coordinate effectively all daily operation functions within Commonwealth Care Alliance. Contribute to short and long term operational planning. Organize and coordinate Operations meeting in collaboration with COO and Director of Operations. Working with the management team, the position also contributes to the development and implementation of organizational strategies, policies and practices. In addition, the role is also responsible for benefit package submissions, oversight of member materials to plan benefits. Role also requires educating staff on plan benefits and contents of member handbook. The position assists the Director of Operations in managing Primary Care Team authorization of services and other operational projects as needed. Major contributor in helping to improve the operational systems, processes and policies in support of organizations mission specifically, support better management reporting, information flow and management, business process and organizational planning.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Help organize day to day activities in Operations
- Oversight and Management of PCT prior authorization process; coordinate timely communication with Claims Department
- Annual marketing materials creation, submission, and mailing to members
- PBP submission – review and integrate benefits offered through EOHHS and CMS contracts on annual basis. Submit PBP through HPMS function.
- Coordinate the Set up for operation's meetings as well as assume responsibility for setting agenda
- Facilitate inter-departmental communication via monthly Operations Meeting
- Play a significant role in long-term planning, including an initiative geared toward operational excellence
- Oversight of Administrative Complaints – ensuring timeliness of resolution and communication between parties
- Develop staff training on plan benefits (i.e. EOC review)
- Responsible for development of Benefit Guidelines used by Primary Care Team members

ESSENTIAL DUTIES AND RESPONSIBILITIES (CONTINUED):

- Overall responsibility to work with Ops Director to formulate plan and execution of PCT communication for specials projects (1.e. Authorizations, Pop Health Man, Hospice, etc)
- Serves on work groups or committees within CCA as requested
- Other duties and responsibilities as assigned

REQUIREMENTS:

- Master's Degree in Public Healthcare Administration – Preferred
(with 2-3 years experience)

OR

- Bachelor's Degree with 5+ years of related work experience in the health care setting
- Must be a self-starter with a high level of accountability and responsibility.
- Must be proficient in MS Office
- Committed to the mission of our organization
- Excellent communication skills both verbal and written
- Must possess strong interpersonal and collaborative skills.
- A demonstrated commitment to high professional ethical standards and a diverse workplace
- Must be able to research regulations and guidelines and adapt to print materials
- Must be able to work independently as well as within a team environment, be flexible, highly organized and be able to prioritize their work.
- Be able to interact effectively with a multidisciplinary team.
- Ability to look at situations from several points of view
- Persuasive with detail and facts

**TO APPLY FOR THIS POSITION – PLEASE CLICK ON
THE LINK BELOW:**

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