

## **Contracts Manager (Healthcare/Health Plan)**

### **About CalOptima**

CalOptima is a county organized health system that administers publicly funded health care coverage for low-income children, adults, seniors and people with disabilities in Orange County, California. CalOptima's mission is to provide members with access to quality health care services delivered in a cost-effective and compassionate manner. With \$3.6 billion in annual revenue, CalOptima serves nearly 800,000 members, delivering services through four programs, Medi-Cal, OneCare Connect, OneCare and PACE. For the past six years, CalOptima has been rated the top quality Medi-Cal plan in California, according to the National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings 2019–2020.

### **Position Summary:**

The position is responsible for the negotiation and implementation of new and/or renewal of provider contracts. The incumbent will be responsible for managing and monitoring contractual relationships with existing CalOptima network providers per the Board of Directors and executive approval and authority.

### **Position Requirements:**

- Bachelor's Degree in Business Administration, Public Policy, Health Care Administration or other field of study is required.
- 5 years of health care experience, including health plan or large provider delivery system required. Experience in California; Southern California preferred.
- 3 years of contracting and/or network management experience required. Experience in California; Southern California preferred.

### **CalOptima's Contracts Manager must possess the ability to:**

- Work with providers and their related business personnel to negotiate and manage provider contracts.
- Prioritize and manage projects in an environment with multiple priorities and stakeholders.
- Follow direction provided by the Board of Directors and executives regarding contracting initiatives and authority.
- Work within parameters for contract negotiations.
- Communicate clearly and concisely, both verbally and in writing.
- Effectively negotiate and build consensus.
- Problem solve contracting issues.
- Work independently.
- Analyze financial issues in coordination with finance department as needed.
- Make decisions that are member centric in support of the mission.
- Work in a public agency and abide by the rules required by a public entity including the Brown Act and public records disclosure requests.
- Work in a team environment, be flexible, and adapt to change.
- Maintain confidential information especially with patient related issues for HIPAA compliance.

- Develop relationships across internal departmental lines as well as with Orange County or out of county providers as needed.
- Utilize and access computer and appropriate software (e.g. Microsoft: Word, Excel, PowerPoint) and job-specific applications/systems to produce correspondence, charts, spreadsheets, and/or other information applicable to the position.

**CalOptima's Contracts Manager must have the knowledge of:**

- Managed care contracting for Commercial, Medi-Cal and Medicare Advantage products including language requirements and payment methodologies.
- Various reimbursement methodologies including capitation and fee for service provider payment methodologies for physician, hospital and ancillary providers.
- Health care industry and provider community including Medi-Cal, Medicare, Healthy Families benefits and services, and commercial marketplaces specific to Southern California preferred.
- Managed care contracting requirements for physician, hospital, ancillary and plan.
- Health plan, large medical group/IPA and hospital operations in a capitated and/or delegated claims, medical management, and credentialing model.
- Regulatory and business-related contracting issues between providers and plans.
- Health plan departments and key roles and responsibilities across the company including member services, claims, medical management and provider operations.

For a complete job description and to apply online, please go to [www.caloptima.org](http://www.caloptima.org). Questions can be directed to Debbie Neal, Senior Recruiter, 657-235-6891 or [dneal@caloptima.org](mailto:dneal@caloptima.org).