

Sharp HealthCare Management Job Description

Name:**Facility:**

Sharp Health Plan

Job Code: 6131**Department Name / #:** Operations**Position Title:** Manager, Legislative and Regulatory Affairs-SHP**Reports To (title):** Director, Compliance and Regulatory Affairs**POSITION PURPOSE:**

Responsible for providing effective leadership for Sharp Health Plan in the areas of: federal and state legislative and regulatory analysis and implementation, regulatory affairs, and government relations for the Plan's commercial and government lines of business. Responsible for identifying, tracking and conducting wide scope analyses of legislative and regulatory issues affecting Sharp Health Plan and advising senior leadership concerning their impact. Develops reports and makes recommendations based on this information. Develops approach and methodology for implementing new legislative and regulatory requirements, directs the development of comprehensive and detailed project plans, and oversees project execution. Represents and serves as point person for Sharp Health Plan to outside trade groups/stakeholders, including, but not limited to, the California Association of Health Plans (CAHP) and America's Health Insurance Plans (AHIP). In collaboration with the Director of Compliance and Regulatory Affairs, advocates on behalf of Sharp Health Plan with outside trade groups/stakeholders and state and federal regulatory agencies. Cultivates positive relationships with regulators, including, but not limited to, the Center for Medicare & Medicaid Services (CMS) and the California Department of Managed Health Care (DMHC). In coordination with the Director of Compliance and Regulatory Affairs and the Compliance Officer, responds to inquiries from the CMS, the DMHC, and other regulatory bodies. Manages and participates in regulatory filings and reports, ensuring timely and accurate submissions. Develops and maintains subject matter expertise on legislative, regulatory and contractual issues affecting commercial and Medicare health plans in California. Promotes the satisfaction, development and productivity of department staff. Participates as a part of, and in support of, a management team that works collaboratively to ensure the success of Sharp Health Plan's goals, objectives, and strategic initiatives.

JOB QUALIFICATIONS:**Required Experience:**

- Three (3) years of experience in health care policy, legislative or regulatory affairs/advocacy, and/or managed care compliance or operations.
- Three (3) years' experience in position requiring high levels of cooperation and collaboration.
- Knowledge of state and federal laws and regulations governing health plans.
- Experience managing large scope, complex projects, including planning and developing comprehensive project plans, project execution, risk and issue management, and project performance reporting.
- Experience conducting research, thorough analysis, interpretation of findings and preparing concise, accurate reports.
- Strong leadership and management skills with ability to supervise, motivate and coach staff.

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- High level of integrity; ability to exercise sound judgement and maintain confidentiality.
- Excellent diplomacy skills to effectively lead advocacy efforts and resolve issues.
- Strong analytical skills and attention to detail.
- Readily adaptable to the changing needs of the business and demonstrated ability to effectively manage multiple priorities.
- Tolerance for ambiguity.
- Exceptional planning, communication (both verbal and written), time management, organizational and follow-through skills with a strong sense of urgency in a fast-paced environment.
- Demonstrated ability to prepare and present information in a clear and concise manner and formulate recommendations.
- Ability to represent Sharp Health Plan effectively internally and externally in dealings with peers, executives, legislators, regulators, consultants, vendors or other parties.
- Working knowledge of and the ability to operate applicable computer software efficiently, including a working knowledge of computer applications such as electronic mail software and Microsoft Office Suite.
- Ability to use a keyboard with moderate speed and a high level of accuracy.

Preferred Experience:

- Three (3) years of experience in a leadership role, ideally involving legislative and/or regulatory affairs.
- Experience with legislative and regulatory issues affecting commercial health care service plans in California.
- Experience with Medicare Part C and D legislative and regulatory affairs.
- Thorough understanding of health care delivery models, health care benefits and health plan operations.
- Experience using project management tools/software.

Required Education:

Undergraduate degree in political science, public policy, business, law, health care administration or related field.

Preferred Education:

Master's degree in political science, public policy, business, law, health care administration or related field, or Juris Doctor.

CA CERTIFICATIONS AND LICENSURE:

N/A

CUSTOMER SERVED:

Sharp HealthCare employees serve all customers of the organization.

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KEY RESPONSIBILITIES (6 to 8):

<p><i>Monitors and communicates developing legislative and regulatory activities.</i></p>	<ul style="list-style-type: none"> a) Manages ongoing monitoring of new and developing laws, regulations and regulatory guidance. b) Develops and maintains an efficient, robust process for tracking and reporting on new and developing laws, regulations and regulatory guidance. c) Prepares summaries and analysis for Sharp Health Plan leaders and staff, clearly articulating changes in laws or regulations (actual or proposed). d) Solicits input from business leads on Sharp Health Plan impact. Evaluates impact and facilitates response to new and proposed legislation. e) Collaborates with outside trade groups (e.g., AHIP and CAHP) on legislative and regulatory strategy. Provides complete and articulate feedback to outside trade groups, regulatory agencies and lobbyist. When appropriate, works to actively influence outcomes.
<p><i>Directs and participates in the development and execution of legislative and regulatory implementation plans.</i></p>	<ul style="list-style-type: none"> a) Develops approach and methodology for implementation plans. b) Directs and participates in a wide scope analysis of the impacts of new legislation and regulations and required actions, soliciting input from subject matter experts and business owners. c) Provides interpretation and facilitates the translation of legislative and regulatory requirements, as needed, to support Sharp Health Plan’s operational units. d) Directs and participates in the development and implementation of interdepartmental and inter-entity implementation plans for new laws and regulations. e) Identifies, analyzes, and prioritizes both internal and external project risks and issues and develops mitigation plans. f) Routinely produces clear, accurate and timely status reports and/or dashboards for project participants, stakeholders and the executive team, as appropriate. Tailors messaging, as appropriate, for each audience. Ensures reports/dashboards clearly articulate risks and/or barriers and associated mitigation plans.

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<p><i>Manages relationships with Department of Managed Health Care (DMHC), Center for Medicare and Medicaid Services (CMS), and other applicable state and federal regulatory agencies.</i></p>	<p>a) Cultivates strong, positive relationships with regulatory representatives. b) Ensures timely and accurate reporting. c) Oversees preparation of regulatory filings, including material modifications and license amendments. Partners effectively with business units to ensure accurate and timely filings. d) Provides appropriate and timely responses to regulator comments, reviews, and inquiries. Demonstrates good judgment when querying regulators for interpretation and guidance. e) Attends meetings and committees, communicates key message points, recommends involvement, and participates as appropriate or requested. f) Troubleshoots problems and ensures documentation of status and resolution.</p>
<p><i>Serves as subject matter expert in legislative and regulatory requirements for health plans, and ensures that staff provide accurate and effective guidance.</i></p>	<p>a) Interprets legislative, regulatory, and contractual requirements and provides timely responses to business inquiries. b) Effectively researches, resolves, and documents complex legislative and regulatory inquiries. c) Reviews and evaluates provider, broker, employer and vendor contracts for compliance with state and federal rules and regulations. d) Conducts training for Plan leaders and staff on new or complex regulatory requirements based on identified needs.</p>
<p><i>Acts as a liaison with Sharp HealthCare legal and compliance resources and outside legal counsel, as needed.</i></p>	<p>a) As appropriate, consults and collaborates with legal and compliance resources, including, but not limited to:</p> <ul style="list-style-type: none"> • Arbitration and litigation cases • Legal interpretation • Risk management <p>b) Supports the Director of Compliance and Regulatory Affairs in sharing information about Sharp Health Plan legislative/regulatory activities and risks with Sharp HealthCare leaders and staff. Participates in identifying opportunities for collaboration and best-practice sharing.</p>
<p><i>Completes hiring, training, and supervision of department staff.</i></p>	<p>a) Hires, supervises, and coaches staff to ensure efficient and effective operations. b) Ensures compliance with human resources policies and departmental protocols. c) Assesses staff skill levels and training needs, and provides feedback on performance. Develops curriculum for new and existing staff. d) Maintains high level of teamwork and staff morale.</p>

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<p><i>Manages department workflow and identifies opportunities for improvement.</i></p>	<p>a) Anticipates resource needs and organizes workflow to meet internal and external customer demands, expectations, timelines, and deadlines.</p> <p>b) Identifies and resolves operational problems and inefficiencies to ensure continued high-quality service, achieve required results, and promote staff morale and job satisfaction.</p> <p>c) Identifies and develops plans to address opportunities to improve Sharp Health Plan and department performance, and evaluates the success of such projects. Ensures departmental efficiency and effectiveness through continuous quality improvement initiatives.</p>
<p><i>Reports regularly on departmental activities, risks, results, key indicators and trends.</i></p>	<p>a) Prepares scheduled and ad hoc reports and analyses as needed to document Sharp Health Plan legislative and regulatory activities and department performance.</p> <p>b) Identifies and documents risks, obstacles and priorities.</p> <p>c) Develops action plans and prepares regular updates.</p> <p>e) Presents reports to Director of Compliance and Regulatory Affairs and, as appropriate, other Sharp Health Plan leaders.</p>
<p><i>Provides internal and external customer service.</i></p>	<p>a) Consistent with the Sharp HealthCare leader behavior standards, provides prompt, accurate and excellent services to internal and external customers.</p> <p>b) Develops solid professional working relationships with internal departments and units and, as required, vendors, providers, employers, brokers and/or other customers.</p> <p>c) Demonstrates collaborative approach to problem-solving. Negotiates effectively.</p>

RECEIPT OF JOB DESCRIPTION:

I have read and understand the job description duties listed for _____, and have received a copy.

Employee Signature

Date:

Manager Signature

Date: