

## **Provider Group Manager - Connecticut**

### **In Wethersfield, CT**

#### Job Description

#### KEY RESPONSIBILITIES/ESSENTIAL FUNCTIONS\* (in order of importance)

##### Provider Group Performance Planning and Management

\* Develop, maintain and update strategic provider group plans for assigned groups to meet goals for quality, financial performance for providers in the CT Medicare network including risk adjusted revenue and medical cost and utilization, and membership growth. In collaboration with internal leaders and the provider groups, facilitate and coordinate the development of performance targets, priorities and action plans.

\* Oversee and monitor the execution of performance plans to ensure that initiatives are executed effectively and in a timely manner. Identify obstacles, barriers and challenges and make recommendations to address. Ensure accountability for execution of the plan, identify barriers and work with functional owners to develop mitigation strategies. Develop and propose recommendations for performance improvement in conjunction with internal and external subject matter experts.

\* Develop a deep understanding of each provider group's performance. Routinely monitor performance against targets. Gather and compile performance information for use internally and externally. Identify, facilitate and coordinate needed analytics to understand performance drivers and develop and deliver actionable insights.

##### Provider Group Relationship Development and Management

\* Build and maintain strong relationships with key provider group stakeholders and leaders and THP function leaders.. Interface frequently with provider group leadership.

\* Develop and leverage a keen understanding of assigned provider groups including people, culture, systems, capabilities, performance, challenges and barriers to success. Utilize this understanding to facilitate development of strategies and plans to positively influence performance and the relationship with Care Partners/THP.

\* Position Care Partners/THP effectively with provider groups. Leverage Care Partners/THP value-added services to drive performance and strengthen the relationship.

\* Train providers on use of clinical, financial, enrollment and risk adjustment data to execute against performance goals; serve as the subject matter expert for providers on data and performance analytics

##### Coordination, Planning and Communication

\* Serve as coordinator and facilitator between the various THP business areas and provider group to support performance and relationship management. Coordinate across functions and divisions to manage provider group planning, performance and provider group interactions. Coordinate and / manage performance improvement initiatives, as needed.

- \* Coordinate, prepare and facilitate provider group meetings in coordination with risk adjustment, clinical and contracting business leads. Identify, elevate and drive important issues, initiatives and discussions.

- \* Develop and maintain community of practice to share pertinent information among internal stakeholders

- \* Support and partner with Network Contracting to develop mutually beneficial contract terms and structures that support the achievement of mutual goals.

Shift

Full-time

Requirements

**JOB QUALIFICATIONS: KNOWLEDGE/SKILLS/ABILITIES**

**EDUCATION:** (Minimum education & certifications required)

- \* Bachelor's degree. Masters or MBA highly desired

**EXPERIENCE:** (Years of experience)

- \* 7-10 years of managed care or provider group management experience

- \* Consulting experience highly desirable

**SKILL REQUIREMENTS:** (Include interpersonal skills)

- \* Demonstrated ability to develop successful relationships both internally and externally.

- \* Possesses initiative, an ability to work independently in a self-directed manner through obstacles and challenges

- \* Execution focused with ability to prioritize, organize and ensure follow through.

- \* Strong facilitation skills; ability to work effectively across functions and with people at all levels including clinicians

- \* Proven analytical skills and ability to draw insights from data

- \* Excellent communication skills, both oral and written

- \* Strong relationships and knowledge of the CT provider landscape and systems

- \* Knowledge of Medicare Advantage and risk-based performance arrangements highly desired

- \* Ability to drive results using influence.

- \* Effective problem solver

**WORKING CONDITIONS AND ADDITIONAL REQUIREMENTS:** (include special requirements, e.g., lifting, travel, overtime)

- \* Will include local / regional travel

**CONFIDENTIAL DATA:** All information (written, verbal, electronic, etc.) that an employee encounters while working at Tufts Health Plan is considered confidential. Exposed to and required to deal with highly confidential and sensitive material and must adhere to corporate compliance policy, department guidelines/policies and all applicable laws and regulations at all times.

[https://recruiting.adp.com/srccar/public/RTI.home?d=External&\\_icx=v02WZQVcgJlvWSAPu5iPzFHIM4i7%2F\\_3rTnORppbDCDTNe%2FCaF9M64Db0pztS01ZQUOH&c=1058241&\\_dissimuloSSO=qBBieHjOX5w:qU6xbuWZw58GUbmoLxOWA5LaxS#/](https://recruiting.adp.com/srccar/public/RTI.home?d=External&_icx=v02WZQVcgJlvWSAPu5iPzFHIM4i7%2F_3rTnORppbDCDTNe%2FCaF9M64Db0pztS01ZQUOH&c=1058241&_dissimuloSSO=qBBieHjOX5w:qU6xbuWZw58GUbmoLxOWA5LaxS#/)