



**Newly created position at Blue Cross Blue Shield of Massachusetts/Boston office**

### **Senior Director, Provider Performance Engagement**

Blue Cross Blue Shield (BCBSMA) has long been a leader in the development and advancement of value based provider contracting. Over the past decade, as BCBSMA has developed a proven record of success with these payment models, a key driver to this success has been BCBSMA's engagement efforts with our provider network. Through the incentives embedded within the model and an engagement approach that is anchored in our collaboration with our provider network, BCBSMA has been able to support providers in identifying and implementing a wide range of initiatives to improve quality, patient experience and outcomes, and reduce cost. This work has been and continues to be a key strategic differentiator for BCBSMA and a significant priority in our continued efforts to advance our market leading position to drive and support the transition from fee for service to value based payments. Playing a leadership role in helping to drive provider change will be an essential component of this position.

#### **Responsibilities:**

- Collaborate with department leadership on the development, prioritization, and execution of our performance engagement strategies
- Lead team of externally facing Provider Performance Support managers and own the development and execution of our Performance Support Strategy and execution
- Maintain engagement with provider organizations on all incentive components of their risk based contract, including performance on quality and/or efficiency metrics. Engagement is to span full assessment of potential areas of opportunity, assessment of analytic insights, defining agreeable focus areas, and driving accountability towards success.
- Support the development of externally facing messages and engagement materials aimed at positioning key opportunities through offering insight on provider perspective, opportunities within the provider practices, and/or barriers to results within those practices.
- Collaborate with other members of Network Performance Improvement team and Provider Informatics areas on development and enhancement of externally facing analytics tools and reports aimed at identifying and quantifying areas of potential opportunity as well as routine monitoring of performance on key focus area metrics.

#### **Qualifications:**

- History of success in collaborating within provider organizations or across population health activities within a health plan
- Proven ability to manage a team and/or influence a matrixed work group
- Deep knowledge of provider practice management and/or health care operations
- Knowledgeable of value based payment model design and payment model mechanics
- Effective relationship building skills both internally and externally within an organization with a variety of constituencies.



- Analytically oriented with comfort level in metric development and measurement. History of leveraging analytic insight into actionable intervention and driving change.
- Strong consultative skills: ability to build relationships, facilitate, persuade, influence decision-making, and negotiate

**Education/Relevant Experience:**

- BA/BS in related field required; advanced degree highly desirable
- Minimum ten years' experience in health care project management, population health management or overall operational effectiveness
- Experience in developing and executing population health/value based performance activity

**To Apply:**

[https://bcbsma.wd5.myworkdayjobs.com/BCBSMA/job/Boston/Senior-Director--Provider-Performance-Engagement\\_R02184](https://bcbsma.wd5.myworkdayjobs.com/BCBSMA/job/Boston/Senior-Director--Provider-Performance-Engagement_R02184)