

SANTA CLARA FAMILY HEALTH PLAN JOB DESCRIPTION

POSITION TITLE: Delegation Oversight Coordinator **FLSA STATUS:** Non-Exempt

DEPARTMENT: Provider Operations **DATE:** 12/15/11

REPORTS TO: VP of Provider Operations

PRIMARY PURPOSE:

Under the general direction of the VP of Provider Operations, coordinates the delegation oversight audits of Santa Clara Family Health Plan's contracted physician groups and subcontracted providers according to regulatory and contractual requirements. In support of the VP, Provider Operations, assists in the liaison role between the Medical Management, Provider Services, Grievance Department, Claims Department, Pharmacy Department, contracted physician groups and subcontracted providers in the delegation oversight process. Coordinate the Joint Operations Committee meetings, including the preparation and distribution of agendas and minutes.

CLASS CHARACTERISTICS:

The incumbent performs a variety of administrative duties that require a degree of analytical, organizational and technical skills and exercises a level of discretion and judgment appropriate for the scope of the position.

SUPERVISES:

None

MAJOR DUTIES AND RESPONSIBILITIES:

1. Assist with and coordinate the scheduling of delegation oversight audits.
2. Provide administrative support to Health Plan staff in the acquisition and distribution of files for audit.
3. Assist Health Plan staff in the collection and distribution of the audit findings.
4. Prepare audit letters.
5. Maintain accurate recordkeeping of all delegation oversight audits and ensure all deadlines are met.
6. Assist in the revision of delegation oversight audit tools in accordance with standards set by ICE, NCQA, the Plan's policies and procedures and other State and Federal guidance tools as required.
7. Attend the Delegation Oversight Committee meetings and provide administrative support for the committee.
8. Assist with and coordinate the Joint Operations Committee (JOC) meetings.
9. Research, compile and analyze data for special projects and reports
10. Track and trend audit findings, follow up on outstanding deliverables, maintain logs and reports, and routes to appropriate staff.
11. Serve in the capacity of Recording Secretary to the JOCs and MOU meetings
12. Assists Compliance Department and Provider Services Department with the preparation of SCFHP organization for review by external monitoring agencies such as DHCS, CMS, DMHC or NCQA
13. Performs other duties, projects or functions as assigned

REQUIREMENTS: (E = Essential; D = Desired)

1. Education: BA/BS from an accredited college; three (3) years of equivalent experience may be substituted for the degree. (E)
2. Minimum of three (3) years' administrative experience in a relevant health field; preferably in a managed care environment. (E)

3. Demonstrated effective general writing skills and business report writing skills. (E)
4. Demonstrated ability to establish, nurture and maintain strong and effective working relationships with the SCFHP and Delegated Entity staff. (E)
5. Ability to: maintain detailed and accurate records; follow oral and written directions; prepare written agendas and transcribe minutes; ability to use computers and software applications. (E)
6. Demonstrated proficiency in the following software: Microsoft Word, Excel; Access, and PowerPoint. (E)
7. Physical requirements needed to perform the essential functions of this job, with or without accommodation:
 - a. Mobility Requirements: ability to operate a keyboard and sit for long periods; (E)
 - b. Visual Requirements: ability to read close-up and do close-up work; (E)
 - c. Dexterity Requirements: ability to perform repetitive motion (keyboard); writing (note-taking); (E)
 - d. Hearing/Talking Requirements: ability to hear normal speech, hear and talk on telephone; (E)
 - e. Emotional/Psychological Requirements: ability to think and work effectively under pressure; ability to deal with public contact; decision making, concentration. (E)

DISCLAIMER:

The job duties, elements, responsibilities, skills, functions, educational factors and the requirements and conditions listed in this job description are representative only and not exclusive of the tasks that an employee may be required to perform. Santa Clara Family Health Plan reserves the right to revise this job description at any time.

EOE