

**QUALITY CARE PARTNERS
JOB DESCRIPTION**

JOB TITLE: Director of Network Development (Exempt)

POSITION SUMMARY:

Directs the development and growth of the QCP provider networks through contract negotiations, relationship development, and credentialing. Primary focus of this role is contracting and negotiating contract terms and directing the credentialing process of same. Typically works with complex providers which may include, but are not limited to, institutional providers, professional providers with more complex contracts, medical groups, ancillary providers, providers in areas with increased competition or where greater provider education around the managed /clinically integrated care concepts are required. Contracts may involve non-standard arrangements that require moderate level of negotiation skills. Works with independence and requires increased use of judgment and discretion. Primary duties may include, but are not limited to: 1)cross-functional projects requiring collaboration with other key areas 2) collaboration with sales team in making presentations to employer groups 3) Serves as a communication link between providers and the carriers/payers/ employers 4) Conducts complex negotiations and drafts documents 5) Assists in preparing financial projections and conducting analysis as required 6)Providing the expertise and leadership necessary to meet the needs of the organization.

RESPONSIBILITIES:

- Serves as a subject matter expert for local credentialing and contracting efforts
- Manages/participates in provider contract analysis, credentialing, training/satisfaction maintenance and data collection /analysis/reporting
- Provides leadership in developing staff in responding to issues and problems in timely manner
- Participate in the development of and presentation of various provider relations events.
- Successfully Negotiate provider agreements as well as with non-contracted providers to bring the highest value to clients
- Knowledge of provider network adequacy requirements for Medicare Advantage, ACA and Dept of Insurance for commercial and ERISA plans
- Manages provider recruitment, ensuring adequate provider access for Plan members. Reviews/analyzes local, regional and national network proposals and/or contracts and develops provider network as strategically required
- Negotiate rates and contractual terms with providers to obtain the best possible contracted rates and terms available in the market
- Develops market expertise specific to geography, provider politics, strengths, market issues and referral source patterns by establishing a personal presence in the market
- Demonstrates ability to work through complex relationship issues
- Ensures URAC and NCQA's standards are followed across the network/organization related to credentialing, contracting, and other areas as may be needed
- Ability to lead, coach and develop team members, foster teamwork and work effectively in cross functional team environments.
- Ability to read analyze, interpret and direct implementation of technical procedures, contracts, and governmental regulations
- Directs programmers loading new contracts into all provider databases and ensures that all data entered into the database is accurate and that the provider documentation is complete and accurate.
- Intermediate to advanced computer skill and experience with Microsoft Products
- Other duties as required

REQUIRED QUALIFICATIONS:

- Bachelor's degree preferred with significant experience with and exposure to benefits interpretation and provider remittance advice language. Experience in provider contracting, provider relations and provider servicing. Previous supervisory experience preferred. Knowledge of ICD-9 /10 and CPT II

codes a must. Strong analytic and problem-solving abilities, negotiation skills and strong communication skills both written and verbal required. Must hold unrestricted drivers license. Experience in contracting (value based, shared savings and ACO development), provider relations, provider servicing; experience must include prior contracting experience; or any combination of education and experience, which would provide an equivalent background.

DEMONSTRATE QCP VALUES:

The values of Quality Care Partners are demonstrated on a daily basis and reflected through job duties and responsibilities as evidenced by:

- **Caring:** Seek to listen, understand and respond to our customers' needs with care; Communicate with co-workers and customers with positivity and empathy; Be good stewards of QCP resources.
- **Excellence:** Strive to exceed, not just meet expectations; Always deliver services with accuracy and efficiency; Recognize and utilize your strengths and the strengths of others.
- **Improvement:** Bring new ideas to create positive change and solutions; Be open to the ideas and suggestions of others; Be an advocate to continuously improve QCP.
- **Accountability:** Take ownership for your daily decisions; Stay focused on your job and eliminate distractions while at work; Demonstrate QCP values in everything you do.

TRAITS AND APTITUDES:

- High level of awareness of pertinent details; excellent organizational skills.
- Excellent verbal and written communication skills.
- Must handle pressure effectively.
- Professional appearance and demeanor.
- Able to maintain confidentiality.
- Excellent computer literacy and skills with the ability to master programs needed for position.

PHYSICAL DEMANDS AND WORK CONDITIONS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. QCP operates in a Hybrid Workforce Strategy. Directors are required to work at the QCP location no less than one day per week. Specific requirements and expectations for time onsite will be dependent on job demands.

- Must have excellent written and verbal communication skills as well as the ability to observe, assess, guide and evaluate others.
- Must be able to hear, speak, and see and to coordinate motor skills.
- Must be able to climb, lift 25 pounds, stoop and bend and reach above head.
- Ability to collect data, interpret findings, set priorities and carry out established plan.
- Ability to read, write and utilize manual and computerized systems of documentation.
- Must read a significant amount of information in a relatively short period of time.

EEO STATEMENT:

Quality Care Partners is an equal opportunity employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, Veteran status, or other legally protected characteristics.

REPORTING RELATIONSHIPS:

Position Reports to: CEO

Direct Reports: Refer to QCP Organizational Chart