

Provider Field Representative

Company Overview

Veterans Accountable Care Group, LLC (VACG) is a deeply experienced health services development and management organization focused on assisting governmental agencies and commercial health plans optimize care delivery programs. Our executive leadership and partners have formulated and executed clinical integration strategies for some of the country's leading health care delivery systems, federal agencies and state governments. Our core focus is the Veterans Health Administration and the DOD's Military Health System, targeting opportunities requiring technology-enabled solutions, delivering innovative approaches to care delivery and highly-effective administrative services.

- VACG offers a competitive benefits package including: health benefits, 401K, company holidays, PTO, etc.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- VACG is an equal opportunity employer.
- The VACG operations center is conveniently located in the DC Metro area with parking available on site. Also, convenient to public transportation.
- Apply by submitting resume and informative cover letter to resumes@vacgroup.org

Position Summary

Field-based role for a defined territory supporting a number of Community Care Network (CCN) practitioners and facilities. The provider field representative is a key link between the company and the CCN provider network in a day-to-day problem solving collaboration.

Major Responsibilities

- Must become an expert in all CCN contract requirements and company policies and processes, in order to advise providers correctly
- Conduct provider office visits and provider drop-in events
- Educate providers on the website locations of all relevant CCN information and access to educational webinars and videos
- Proactively problem solve issues as they arise related to the Veteran receiving care in the community and the provider effectively engaging in the CCN framework
- Must systematically document and provide continuous feedback to the team as a key part of VACG's quality improvement initiatives

Essential Skills and Experience

- 3 – 5 years working as a health plan field representative
- Experience with the Veterans Health Administration (VHA), a plus
- Strong verbal and written communication skills
- Strong interpersonal and problem solving skills
- Must maintain reliable transportation and be able to travel within a defined geographic territory

Education

- Bachelor's Degree or equivalent
- Specific related experience may be substituted on a year for year basis for the education requirement