

Director of Health Plan Operations

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

The Director of Health Plan Operations will have overall responsibility and oversight of referrals and authorizations, eligibility verification, enrollment, appeals and grievances, claims processing, contact center oversight, workforce measurement and monitoring.

Major Responsibilities

- Establish Company goals and objectives that are consistent with VA contract requirements and Company corporate goals and objectives
- Provide training and work with staff to ensure an understanding of the accountability for achieving departmental and Company goals and objectives
- Oversee the development, documentation, and implementation of policies and procedures, staffing requirements and workflows for the department
- Develop and maintain positive working relationships with providers, VA agencies and internal department contacts by participating in meetings, conferences, workshops and through timely responses to inquiries, appeals and grievances
- Maintain working knowledge of current operational procedures and provide managerial input in the development and/or modification of procedures affecting the continuum of care process
- Maintain a working knowledge of current and proposed regulations that may impact Company processes and VA contract requirements
- Collaborate with other departments regarding the development, training and implementation of programs supporting VA contract requirements and Company corporate goals

Essential Skills and Experience

- Ten years of progressively responsible experience in a medium to large size health care organization
- Five years managed care and/or Federal government health program experience
- Two years of customer service experience
- Knowledge of managed care principles and policies and how they may affect health care management strategies and initiatives
- Superior communication skills and excellent public relations skills; ability to speak effectively to groups of any size and composition
- Ability to lead and direct others to accomplish goals
- Strong collaborative skills and ability to work in a matrix environment
- Must demonstrate knowledge of or ability to learn and apply to job functions those state and federal laws and regulations applicable to the operating unit

Education

- Bachelor's degree in Nursing, Health Care Administration, Business or related field from an accredited college or university
- Master's degree preferred