

## Veteran Field Liaison

### 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](mailto:resumes@vacgroup.org)

### Position Summary

Field-based role for a defined territory supporting a number of Veterans Affairs Medical Centers (VAMC) interaction with the Community Care Network (CCN). The Veteran field liaison is a key link between the company and the VAMCs in a day-to-day problem solving collaboration.

### Major Responsibilities

- Client facing liaison engaged in problem solving issues in a transactional health plan environment supported by high technology
- Must become an expert in all CCN contract requirements and company policies and processes, in order to advise VAMCs correctly
- Provide ongoing education regarding the CCN to applicable VAMC staff to ensure efficient processes and communication
- 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 experience working for a support contractor for the Veterans Health Administration (VHA)
- 3 – 5 years working as a support representative to a large client
- Clear understanding of the administrative process of VA and the VA health care system
- 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 (year for year) for required education