



Care Coordinate

Ready to take the next steps in your career? Care Coordinate is a new and exciting agency that is the convergence of high-quality services and efficient administration. You're a seasoned Operations Director with extensive contract negotiation skills and are ready to elevate your career to the next level.

Director of Operations

Reporting to the Managing Director, the Director of Operations will assist in overseeing and managing operations for all Care Coordinate contracts. The Director will help develop and implement strategic business plans in support of Care Coordinate. This position ensures compliance with all Federal and State obligations, as well as successful outcomes of program goals and metrics.

What's expected of you:

- Execute and oversee the day-to-day operations of Care Coordinate.
- Responsible for planning, directing, and coordinating all contract-related operations.
- Develop and implement policies and procedures, short- and long-term goals, objectives, and plans.
- Ensure that financial and contract requirements are met.
- Responsible for maintaining contacts, contracts, and provider relations with managed care payers, providers, and other contract relations to assure satisfaction with contract operations.
- Under the direct supervision of the Managing Director, with coordination of others as needed, the Director of Operations performs the following functions:
 - Participate in managed care contract negotiations and will be responsible for going into the negotiation process prepared with the ability to articulate the integration of contracts into the Care Coordinate infrastructure.
 - Ensure all levels of the organization are informed about the terms of negotiated contracts and understand their role in ensuring contracts are implemented quickly and correctly.
 - Manage Care Coordinate's performance on its risk-based contracts, involving key staff as necessary.
 - Analyze all contract language closely to ensure Care Coordinate's best interests are met, and that Care Coordinate can build out the infrastructure to successfully meet the contract requirements.
 - Identify annual contract renewal dates and proactively begin the process of language and rate review and analysis with Fiscal and the Managing Director
 - Track performance against contract goals and objectives, making recommendations when necessary to improve performance.





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- Coordinate periodic meetings with Care Coordinate officers and members to understand and support the organization's strategies.
- Work with billing, collections, and the finance department to ensure smooth operations as possible for billing and collecting from payors, making recommendations for improvements as needed.
- Communicate all related contractual issues to the Managing Director
- Develop provider manual as needed.
- Ensure Care Coordinate is knowledgeable about all plan fee schedules, incentives, carve-outs, credentialing, and eligibility.
- Maintain a current list of active contracts and reimbursement schedules and communicate any changes or updates to the appropriate department.

What you get: Full benefits: medical, dental, vision, 401K match

- Exciting, fast-paced environment
- Generous paid time off
- The opportunity to grow and shape the future of the agency and healthcare access.

To be considered, you'll need:

- Bachelor's degree in healthcare or related field required. MBA or MHA desired
- At least five years of managed care experience in contract analysis, negotiation, provider relations, and/or business development Familiarity with regional Managed Care Advantage plans, insurance, and healthcare systems
- Demonstrated project management skills.

To apply, please email your résumé to: aouimet@carecoordinate.com.

