

Job Description

Title **Senior Consultant, Medicare Advantage Operations**

Department(s) **Operational Performance**

Reports to **Senior Vice President, Operational Performance**

Job Summary

The Senior Consultant participates in various projects by utilizing and applying his/her expertise to research, data analysis, report development, audits, and presentations while maintaining the Gorman Health Group (GHG) standards for optimum accuracy and efficiency in alliance with GHG strategic goals. The Senior Consultant will also assist clients in designing, building, implementing, operating, and enhancing effective Medicare Advantage operations. This includes all aspects: people, processes, technology, compliance, and governance.

Summary of Essential Duties and Responsibilities

- Provide consulting advice, guidance, and counsel in all aspects of Medicare Advantage operations, including areas such as Claims Processing and Configuration, Customer Service, Grievances and Appeals, Enrollment, or other operational components from development to production lifecycles.
- Serve in a wide range of roles and responsibilities by assisting clients as project manager, team member, subject matter expert, trainer, or as interim management.
- Serve as a resource knowledgeable of the end-to-end impacts of operations such as Claims Processing and Configuration or Enrollment throughout the Managed Care Organization (MCO), including Healthcare Services, Financial Services, Customer Service, Compliance and Internal Audit, Appeals and Grievances, or Quality Assurance, etc.
- Assist both start-up and mature MCOs with systems implementations, conversions, service release updates and patches, and transition management.
- Provide service excellence and insight by identifying key client business issues.
- Thorough understanding of Centers for Medicare & Medicaid Services (CMS) guidance and ability to work with clients to implement existing and updates to CMS regulations and requirements.
- Determine client needs by supplementing standard assessment techniques and tools with innovative approaches.
- Evaluate and validate analysis performed.
- Project management skills to lead operational projects.
- Develop recommendations for client in context of overall project.
- Collaborate with team members to attain project goals within defined time frames.
- Provide consultative expertise and guidance, and promote compliance with laws and regulations, for business partners, thus ensuring business responds effectively to ever-changing laws and regulations.

- Support continuous improvement and organization development activities.
- Serve as a resource for team members and clients on various projects involving topics such as, but not limited to, strategy, operational processes, and management analysis.
- Identify and define problems, collect relevant data, establish facts, and draw valid and innovative conclusions.
- Interact with clients' decision-makers, working cooperatively to achieve project goals.
- Assess status of overall project initiatives and report key results to project manager and senior management.
- Help to ensure effective and positive work environment by establishing and maintaining cooperative working relationships with GHG staff.
- Proactively provide input into organization-wide GHG policies and procedures (P&Ps).
- Provide evaluations on project managers for individual projects.
- Participate in GHG meetings, as appropriate.
- Contribute to achievement of GHG goals and objectives by performing other duties as assigned.
- Possess a strong knowledge of CMS compliance and regulatory requirements with respect to Medicare Advantage, Medicaid, and Prescription Drug Plan programs.

Minimum Requirements

- 10+ years' experience in Medicare Advantage; additional experience in Medicaid and Part D a plus.
- Demonstrated leadership and management skills.
- Ability to travel 60-70% of the time.
- Ability to work in a virtual office and virtual teaming experience.
- Effective collaboration skills and experience.
- Adept in working across a heavily matrixed organization.
- Bachelor's degree.
- Microsoft Office proficiency, including Microsoft Word, Excel, PowerPoint, Project and Visio.
- Strong oral and written communication skills, including presentation skills.

Abilities Required

- Proven experience and subject matter expertise with several core platforms used for claims processing or enrollment systems by MCOs, including Facets, QNXT, EPIC, ikaSystems, Continuum, Miramar, DST, Amisys, MHS/Power MHS, MC400, or other popular systems.
- Possess a program agnostic perspective on operational best practices, with an ability to account for uniqueness of each program, whether Medicare, Medicaid, or Health Insurance Marketplace.
- Possess an understanding of and experience with project management standards and tools to a degree that enables functioning and integration with our clients' Project Management Office activities and with GHG's Program Support Office.
- Effective in creating, analyzing, and improving process maps, documentation of P&Ps, and innovative new process design, re-engineering, and related documentation.

- Self-motivated and work with minimal supervision.
- Communicate clearly with internal partners and external regulatory agencies and effectively represent client's and GHG's interests.
- Establish positive partnerships across business groups both inside and outside the organization.
- Monitor a wide range of activities, participate in multiple projects, and act as a catalyst to assure execution.
- Work across all levels of management, be team-focused and at ease working in a large organization, with an attitude of group achievement as primary goal.
- Be independent, adaptable, and at the same time – a team player.
- Highly organized with a strong attention to detail; strong decision-making skills.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.