

Job Description

- Title:** Senior Director, Star Ratings
- Department(s):** Consulting Services
- Reports to:** Senior Vice President, Stars and Strategy

Job Summary

The Senior Director of Star Ratings is responsible for the execution and oversight of Star Ratings consulting projects and services. With demonstrated and proven success within Medicare Advantage Star Ratings program operations, the Senior Director of Star Ratings will provide Gorman Health Group (GHG) clients with a broad range of consulting services related, but not limited, to:

- Evaluation of operations, program, and data mapping/integration.
- Evaluation, oversight, and design of operations, quality oversight, education, and analytics.
- Identification of gaps and proposal of improvements across all departments.
- Comprehensive recommendations that align Star Ratings efforts with other corporate initiatives to drive clinical quality improvement and medical trend management.
- Comprehensive member and provider education and engagement strategies.
- Application of federal and regulatory policies and procedures related to risk adjustment.

This position will support and promote growth within the Star Ratings practice area as a thought leader in the design and support of all projects assigned.

Summary of Essential Duties and Responsibilities Related to GHG Consulting

- Plan and execute client projects, including projects not directly managed.
- Lead development of practical solutions that enhance existing client capabilities, ensuring all project recommendations and deliverables are consistent and support improved Star Ratings performance.
- Develop scopes of work which meet the industry's current needs.
- Provide day-to-day oversight of assigned project staff and consultants.
- Ensure quality of deliverables to ensure exceptional performance that meets clients' needs.
- Assist in development of consultant training programs.
- Use subject matter expertise to ensure client satisfaction and quality deliverables.
- Motivate, mentor, and inspire the team members to a higher level of engagement, productivity, and professional achievement.
- Provide industry guidance to internal staff and clients.
- Demonstrate ability to produce high-quality results in personal work product by continuously upgrading personal skills and expertise.

- Mentor team members enhancing their ability to contribute to GHG's goals using various methods such as, but not limited to, coaching, training, and one-on-one support.
- Help promote an effective and positive work environment by establishing and maintaining cooperative working relationships with GHG staff and management.
- Ensure skill sets of assigned staff match with client needs and are up to date and at the highest level of industry standards.
- Conduct analyses of pending, active, or completed projects for senior management.
- Prepare routine and ad hoc reports by obtaining, compiling, analyzing, and summarizing data from various sources.
- Contribute to achievement of GHG goals and objectives by performing other duties as assigned.

Minimum Requirements and Abilities

- BS degree in Business, Nursing, Public Health, or relevant field
- At least 5 years of experience in Medicare Advantage, with 2 years of Star Ratings experience
- Strong working knowledge of technical and business implications of HEDIS®, CAHPS®, HOS, PDE, and other Star Ratings measures
- Strong change management and professional judgment skills
- Understanding of applicable Centers for Medicare & Medicaid Services (CMS) Medicare Part C & Part D reporting requirements, including manuals, review guides, and Code of Federal Regulations
- Ability to interact with internal and external customers at all management levels
- Project management and/or consulting experience a plus
- Strong problem-solving ability and a customer-centric focus
- A team-focused approach with group achievement as the primary goal
- Highly organized with a strong attention to detail
- Demonstrated leadership and management skills
- Ability to travel 25-40% 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
- Microsoft Office proficiency
- Strong oral and written communication skills, including presentation 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.