



## **UTILIZATION MANAGEMENT MANAGER (UM MANAGER)**

### **About Clever Care Health Plan**

Clever Care Health Plan is a newly founded Medicare Advantage health plan, will serve Medicare beneficiaries in Southern California. Our employees are passionate in providing best services to our members and healthcare providers. Two office locations are at Arcadia city of Los Angeles county and Westminster city of Orange county. To learn more, please visit [CleverCareHealthPlan.com](http://CleverCareHealthPlan.com).

### **Job Summary**

The Manager position provides oversight and leadership of all aspects of the Utilization Management operations and staff to ensure service levels, business functions and goals are met. Develop and foster a professional working relationship with Clever Care Health Plan Network providers to ensure open

communication. Development of policies, procedures, and front line staff practices to ensure contract compliance

### **Responsibilities**

Responsible for day to day operations of the Utilization Management functions including prior authorization, concurrent review and direct supervision of the clinical and non-clinical prior authorization and concurrent review teams. Ensure department meets turnaround times and all other quality measures. Coordination and achievement of the Utilization Management business function goals and objectives Set team goals and fulfill the goals each year Participate in as well as lead discussions with Clever Care providers to refine procedures for PA submissions, concurrent review of inpatients, assisting in the development and maintenance of review criteria, developing and coordinating relevant UM activities with the State and CMS, ensuring high meeting activity attendance and submitting reports on time are additional responsibilities of the UM Manager position Develop and maintain job descriptions and hiring and training UM staff . Will act as back up to prior authorization/Concurrent Review staff as needed.

- Including:
  - Responsible for oversight and leadership of the program.



- Meet and exceed department service, operational and financial goals, provide analysis, identification of variances and develop action plans to achieve established goals. Report unit performance as required.
- Participate in the development and implementation of departmental policies and procedures, and monitor/ensure compliance and consistency, Review and revise workflows and procedures to ensure maximization of resources and excellence in customer service.
- Responsible for departmental and individual performance monitoring, and providing staff timely and honest feedback on their performance. Identify areas where improvement is needed and obtain timely training and development of staff, and corrective action plans when needed.
- Provide input to the development of departmental budget, goals, and objectives.
- Other duties, which may be assigned by management from time to time.

#### **Requirements To Qualify For Position**

- Active RN License in state of California
- Degree in business or administration and/or 3-5 years of health plan/healthcare management/leadership experience in related field with excellent oral and written communication and interpersonal skills
- Must demonstrate strong ability to effectively communicate both orally and in writing.
- Facilitate rapid problem resolution.
- Be attentive to details while multi-tasking.
- Must work independently and as well as collaboratively within a team.



### **Qualification Must Demonstrate**

- Must demonstrate strong organizational skills; attentiveness to details; highly motivated with the ability to multi-task
- Ability to communicate, facilitate and problem- solve with people of all levels of the organization, as well as provider networks, vendors and constituents
- Must possess strong written and oral communication skills
- Ability to preform analysis and apply sound reasoning in problem solving
- The ability and willingness to work as a team player
- The ability to manage time and prioritize tasks Reasoning Ability Ability to solve practical problems and deal with a variety of concrete variables in situations where some standardization exists; ability to collect and analyze data, draw valid conclusions and actively contribute to the strategic interventions that support the departmental goals.

### **Skills/ Abilities**

- Strong planning and analytical skills
- Excellent oral and written communications skills
- Strong interpersonal skills
- Effective management and leadership abilities
- Impeccable professionalism and respect to all individuals

Clever Care Health Plan Inc. is an equal opportunity employer and it is our policy to abide by all federal, state, and local laws prohibiting employment discrimination. All qualified applicants will receive consideration for employment.