

Provider & Community Relations Manager

Position Title: Provider & Community Relations Manager
Position Type: Full Time
Location: Arcadia, CA or Westminster, CA
Reports To: Vice President, Community & Provider Development

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 the best services to our members and healthcare providers partners. Two office locations are at Arcadia, Los Angeles county and Westminster, Orange county. To learn more, please visit **CleverCareHealthPlan.com**.

Job Summary

Under the direct supervision of the VP Community & Provider Development, the Manager of Provider & Community Relations develops, cultivates, and maintains relationships with key IPA, medical group, PCP and community organizations to support and improve financial and quality performance within the contracted working relationship with Clever Care Health Plan. The position is also responsible to improve other areas related to provider satisfaction, member experience, market growth and operational excellence.

The Manager is responsible to assist in the development of Medicare-based providers, community resources and IPA strategies to bring in new enrollment. Effective relationships maintained by ensuring consistent communication, education, and training.

(Post-pandemic) At least 60% of the time is spent in the field performing provider relations and business development activities aimed at increasing Medicare enrollment, including participating in all outreach enrollments.

Functions & Job Responsibilities

- Support Sales on the needs of independent brokers, agencies, and field marketing organizations (FMOs).
- Recruit various specialty providers and groups to fill in coverage gaps throughout California.
- Provide coordination of administrative functions for the Executive and associated department staff that is responsive to customer needs and supports fulfillment of Clever Care Health Plan.
- Create processes and documentation, including memos, notices and drafts of Policies and Procedures as requested.
- Identify and establish business development opportunities with providers, IPA's and community-based organizations.

- Collaborate closely with Marketing and Sales team to effectively create brand awareness and drive growth across the network.
- Contribute to the development and management of alternative network initiatives (e.g., herbal vendors, acupuncture, Tai Chi, etc.).
- Perform as key point of contact between external provider groups and all internal departments, such as Operations, Credentialing, Compliance, Sales and Marketing, and Member Services.
- Assist in creating and translating materials to other languages as applicable.
- Develop and maintain community relationships to establish Clever Care as a community partner.
- Collaborate with Sales to improve and enhance current contracted PCP and member relationships.
- Ability to execute the Clever Care Contracting Strategy by understanding the model, achieving Provider acceptance and supporting the successful implementation and operations of the contract.
- Communicate effectively to deliver department goals, respond to market trends and meet unexpected challenges.
- Assist health plan leadership and/or vendors in key provider relations and strategy.
- Ability to travel.
- Other projects as assigned.

Qualifications

- **Education:** Bachelor's degree in business or healthcare administration, public health or other related field. Master's degree (MBA, MHA) preferred or equivalent experience.
- **Experience:** 3-5 years of health care or managed care experience, preferably in provider contracting, network management or provider relations. Medicare Advantage experience preferred. Sales background a plus.
- **Skills:** Bilingual in Korean on a business level. Strong organizational skills and ability to multi-task. Demonstrated ability to manage multiple projects and meet deadlines. Ability to write clearly and effectively. Strong verbal and written communication and presentation skills to effectively communicate with all levels of the organization, internally and externally. Effective interpersonal skills. Proficiency with Microsoft applications, especially Microsoft Office. Ability to work both independently and as part of a team. Must be passionate about contributing to an organization focused on continuously improving customer experience (both internal and external customers). Ability to analyze and interpret financial trends in health care costs, administrative expenses and quality/bonus performance. Knowledge of Medicare policies, processes and procedures.
- **Other:** Valid California Driver's License and clean driving record.

Physical Demands and Working Environment

- **Typical Physical Demands.** Position requires a great amount of driving, sitting and standing. Some standing, stooping, bending or reaching is required. May require lifting up to 15 pounds. Requires manual dexterity sufficient to operate a computer, calculator and telephone. Requires normal range of hearing and vision. Requires the ability to type and file.

- **Typical Working Conditions.** Work is performed in an office environment and/or remotely. The job involves frequent contact with staff and public. Work may be stressful at times. Contact may involve dealing with angry or upset people. Position requires flexibility with work schedule to accommodate participation with contracted network client boards of directors and physician dinner meetings. May occasionally work some irregular hours.

What's in it for you?

1. A competitive compensation and benefits program.
2. Generous paid-time-off (PTO).
3. Ten paid holidays per year.
4. Excellent 401k saving plan, employer provides up to 4% match and employer contribution match is 100% immediately vested.
5. A work-life balance and much more!

Please email your resume directly to hr@ccmapd.com

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.