

Position or Classification Title:

State Classification Title: MANAGED CARE ASST DIRECTOR

Working Title: Assistant Director of the Division of Quality Oversight

Position Description

Summary:

Under general supervision of the Director of Quality Oversight, this position will be responsible for providing daily oversight and general management of program areas within the division. In addition, this position will handle all aspects of the programs, requests and/or requirement when serving in the absence of the Division Director.

Distinguishing Features:

An employee in this position is responsible for assisting in directing the activities and services of complex TennCare programs within the Quality Oversight division.

Work:

This position will function as the Assistant Director of the Division of Quality Oversight for the State Medicaid Agency. The individual selected will be responsible for supervising high-level staff, strategic planning, interpretation of federal and state regulations, and monitoring activities of contracted Managed Care Companies (MCCs). The position will include interaction with not only the MCCs, but a variety of other agencies within the state and nationally. Other duties will include development and maintenance of policies and procedures, standard setting, identifying trends, researching issues, and general management of the Division in the absence of the Division Director.

Primary Role and Responsibilities

- Provide daily oversight and general management of program areas within the Division of Quality Oversight
- Handle all aspects of programs, requests and/or requirements in the absence of the Division Director
- Supervise high-level staff, strategic planning, and interpretation of federal and state regulations
- Monitor activities of contracted Managed Care Companies (MCCs)
- Interact not only with MCCs, but a variety of other agencies within the state and nationally
- Development and maintenance of policies and procedures, standard setting, identify trends, and research issues
- Knowledge of Quality Improvement Process

Minimum Qualifications

Education and Experience: Graduation from an accredited college or university with a Bachelor's degree and experience equivalent to five years of professional level experience interpreting policy or procedural provisions for a TennCare, Medicaid, Managed Care, or other related health insurance organization.

Other Special or Desired qualifications:

- Clinical experience preferred
- Ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Strong problem-solving skills and the ability to exercise sound judgement

- Excellent writing and communication skills are required
- Strong computer skills necessary, including basis level of proficiency in Microsoft Office applications
- Presentation/public speaking experience preferred

Qualified candidates should send their resume to Rhonda.F.Fletcher@tn.gov and in the Subject line put **Managed Care Assistant Director**.