STATE OF SOUTH CAROLINA  
Department of Health and Human Services  
1801 Main Street, Suite 224 
Columbia, SC 29201

INVITES APPLICATIONS FOR THE POSITION OF:  
Chief of Managed Care

An Equal Opportunity Employer

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OPENING DATE: 12/30/21  
CLOSING DATE: 01/28/22 05:00 PM

JOB TITLE: Chief of Managed Care  
CLASS CODE: AH55

POSITION NUMBER: 61047520  
SLOT NUMBER:

STATE SALARY RANGE:  
$75,256.00 - $139,238.00 Annually  
AGENCY HIRING RANGE - MIN:

AGENCY HIRING RANGE - MAX:

LOCATION: Richland County, South Carolina

JOB TYPE: Temporary Grant - Full-Time

NORMAL WORK SCHEDULE: Monday - Friday (8:30 - 5:00)

RESIDENCY REQUIREMENT:
RESIDENCY REQUIREMENT SPECIFICS (IF ANY):

AGENCY SPECIFIC APPLICATION PROCEDURES:
All applicants must apply online.

JOB RESPONSIBILITIES:

THIS IS A RE-ANNOUNCEMENT: PREVIOUS APPLICANTS DO NOT NEED TO RE-APPLY. 
This is a unique and exciting opportunity to help shape health care policy in South Carolina. The South Carolina Department of Health and Human Services (SCDHHS) is the State of South Carolina’s agency responsible for oversight of the Healthy Connections Medicaid program. Our mission is to purchase the most health for our citizens in need at the least possible cost to the taxpayer. We partner with the federal government to provide medical care for needy persons who have low income. If you have the desire to use your talent and skills at an organization that provides critical services to those South Carolinians in need, SCDHHS invites you to apply to become an essential member of our team. We are a proud employer of over 1,700 individuals
located in all forty-six counties throughout the state.

This position is located in Office of Medicaid Operations, Richland County. Reporting to the Chief of Staff, the Director of Managed Care is responsible for the management and execution of the Department's managed care activities, serves as the primary liaison with the leadership teams of the Managed Care Organizations (MCOs) in the SC Medicaid market, and provides managed care expertise and consultation across the Medicaid agency. Work includes: planning, directing, organizing, and maintaining all aspects of the area, and directly managing highly trained professionals; oversight of contract manager(s) for assigned Medicaid contracts, including overseeing the day-to-day administrative, programmatic, and financial operations of assigned contracts; enforcing performance of assigned contract terms and conditions. Working in a highly collaborative environment, the Director of Managed Care is responsible for collaborating with internal and external stakeholders to ensure the effective provision of the Medicare and Medicaid benefit through managed care platforms.

- Manages the execution of the managed care activities within South Carolina’s Medicaid program. Also manages Program for All-Inclusive Care for the Elderly (PACE) providers, Medicaid-Medicare Plans (MMPs), and other assigned risk-based partners. In collaboration with the Department of Finance, ensures the timely and accurate execution of capitation rate setting processes.

- Oversight of contract manager(s) for assigned Medicaid contracts, which includes monitoring of plan compliance with contract requirements; adhering to established Agency procurement policies and procedures, overseeing the day-to-day administrative, programmatic, and financial operations of assigned contracts; enforcing performance of assigned contract terms and conditions; performing contract monitoring of vendor performance at least annually; maintaining appropriate and up-to-date contract files; serving as liaison with assigned contract vendor(s); and ensuring the contracts promote effective and efficient provision of care in accordance with Agency goals and objectives and are consistent with state and federal laws, rules, and regulations.

- Serves as the agency’s internal expert on managed care, collaborating with a wide range of clinical and non-clinical colleagues to drive SCDHHS’s overall managed care strategy. Maintain up-to-date knowledge concerning the Medicaid program, including pertinent Federal laws and regulations, state statutes and rules, the Medicaid State Plan and its amendment processes, Medicaid Managed Care Waivers and Medicaid program manuals. Remain informed about the operations of the Medicaid claims system; including Medicaid claims processing, billing procedures, reimbursement methodologies and provider enrollment. Remain informed about Medicare and other federal and state health care related programs; including other state and national Medicaid-related research and demonstration projects, health care program innovations for special populations, and alternative financing and service delivery systems models.

- Develop and maintain relationships with key stakeholders with strategic importance to SCDHHS. Represents SCDHHS in matters related to managed care to external stakeholders, frequently presenting to groups on the Department’s managed care activities. Routinely engages in strategic visioning and planning sessions to improve workflow in the area and increase staff efficiency, engages in strategic planning and visioning to improve the Medicaid program. Lead and coordinate meetings within the Agency, between the Agency and other state agencies and with other organizations for the purpose of presenting and evaluating Medicaid program plans and special projects. Participate in meetings, conferences and workshops on federal and state health care related programs and managed care programs. Prepare and deliver speeches and present programs to provider groups, provider associations, and other local, state and national associations and organizations. Represent the Medicaid office on health care related committees, task forces, and special projects as assigned.

- Oversees a team of staff focused on oversight activities related to key areas of the contract (e.g. provider network, encounter submissions, subcontractor, health plan marketing, grievance and appeal). Develops an operational plan that includes identifying the oversight activity, assigned staff, frequency of review and data sources.

- Performs fundamental supervisory and leadership functions in accordance with Department policies and procedures, best practices and Federal and State rules and regulations, especially with regard to Equal Employment Opportunity Commission (EEOC) standards. Maintains an effective organizational team and motivates diverse staff to accomplish mission critical operations and objectives. Promotes workforce engagement. Follows
Agency EPMS Policy. All employees receive planning stage, feed back and evaluation in a timely manner (For Supervisors Only).

- Attends and participates in relevant opportunities for professional development and training. Demonstrates utilization and application of new skills learned to improve effectiveness and efficiency within assigned responsibilities.

**The South Carolina Department of Health and Human Services offers an exceptional benefits package for FTE and TGE positions that includes:**

- Health, Dental, Vision, Long Term Disability, and Life Insurance for Employee, Spouse, and Children.
- 15 days annual (vacation) leave per year.
- 15 days sick leave per year.
- 13 paid holidays.
- State Retirement Plan and Deferred Compensation Programs.

**MINIMUM AND ADDITIONAL REQUIREMENTS:**

Bachelor’s Degree in Health care, Health Administration, Public Health, Public Administration, Business, or a related field and seven (7) years of experience directly related to healthcare delivery systems and/or managed care. A Master’s Degree in Health care, Health Administration, Public Health, Public Administration, Business, or a related field and six (6) years of experience directly related to healthcare delivery systems and/or managed care.

**Must have and maintain a valid driver’s license.**

**Additional Requirements:**

- Occasional overnight travel.
- Sitting or standing for long periods of time.
- Lifting requirements: 20 lbs.

**PREFERRED QUALIFICATIONS:**

- Five (5) or more years of work experience overseeing contract management staff.
- Have an understanding of managed care reimbursement methodologies and value-based contracting initiatives.
- Experience working with Medicare and/or Medicaid programs.
- Knowledge of managed care and insurance markets and principles.
- Knowledge of state and federal laws and regulations relevant to healthcare delivery and managed care.
- Strong written and verbal communication skills.
- Understanding of analytical methods.
- Ability to quickly and clearly transform abstract ideas and direction into clear goals and tasks.
ADDITIONAL COMMENTS:

Please complete the State application to include all current and previous work history and education. A resume will not be accepted nor reviewed to determine if an applicant has met the qualifications for the position. Supplemental questions are considered part of your official application for qualification purposes. All applicants must apply online. All correspondence from the Office of Human Resources will be through electronic mail.

The South Carolina Department of Health and Human Services is committed to providing equal employment opportunities to all applicants and does not discriminate on the basis of race, color, religion, sex (including pregnancy, childbirth or related medical conditions, including, but not limited, to lactation), national origin, age (40 or older), disability or genetic information.

careers.sc.gov
1801 Main Street, Suite 224
Columbia, SC 29201

Chief ofManaged CareSupplemental Questionnaire

* 1. The responses you provide to these Supplemental Questions will be used in combination with your application to determine whether you meet the minimum qualification requirements. Failure to provide detailed and complete information may result in your application being rejected. Any misrepresentation or omissions will result in your disqualification from employment and/or termination. When applying for this position, I understand that I must thoroughly complete the Education and Work Experience sections of my application and the Supplemental Questions. Please do not submit a resume in place of completing the Education, Work History and Supplemental Questions. This includes a detailed description of each position that I feel qualifies me for the job I am seeking. I have read the above statement and understand that failure to provide sufficient detailed information may result in my application being rejected. I also understand that I may not submit resumes in lieu of filling out the application or answering the Supplemental Questions. I acknowledge that I have read, understand and agree with the above.

☐ Yes  ☐ No

* 2. What is your desired salary expectation for this position?

* 3. What is your highest level of education achieved?

☐ Less than a twelfth grade education
☐ High School Diploma or equivalent
☐ Some College
☐ Associate Degree
☐ Bachelor’s Degree or higher

* 4. Do you have at least a Bachelor's degree in Health care, Health Administration, Public Health, Public Administration, Business, or a related field?

☐ Yes  ☐ No

* 5. Please briefly explain your experience in healthcare delivery systems and/or managed care. Note: "Please see application/resume or N/A" is not an accepted answer and may result in your disqualification.
* 6. Do you have a valid driver's license?
  - Yes
  - No

* 7. Please provide your driver's license number and state of issuance.

* 8. Have you ever been an employee of the SC Department of Health and Human Services? If yes, please list the department and your supervisor.

* 9. How did you hear about this position?
  - SCDHHS Website
  - careers.sc.gov
  - Career Fair(s)
  - Information Session(s)
  - SCDHHS Employee
  - Job Ad(s)
  - Indeed.com
  - Higher Education Resource(s)
  - LinkedIn.com
  - NAMD
  - Careerbuilder.com
  - SCHA (Hospitalcareers.com)
  - Glassdoor.com

* 10. If you learned of this posting from a SCDHHS employee, please list his/her name.

* Required Question