

9362

PEIA PROVIDER RELATIONS MANAGER

Nature of Work

Under general direction of the Public Employees Insurance Agency (PEIA) Pharmacy Director, performs professional, advanced level work providing administrative review, program implementation, comprehensive program assessment and promotion of health care to members and providers. In coordination with the management team, develops, evaluates and implements medical programs that are consistent with the agency's mission of administering a health plan that allows appropriate access to quality care, is effective and efficient in the delivery of health care benefits and that promotes healthy lifestyles through wellness programs and preventative care. This position is responsible for special PEIA projects and programs, including development, implementation and monitoring. Such projects/programs include, but are not limited to, the Comprehensive Care Partnership (CCP) program. Performs related work as required.

Examples of Work

Develops "specialty networks" for specific diseases and conditions. An example is obesity services which may require a network that includes weight loss programs, exercise programs/facilities and surgical procedures.

Develops a provider report card for communications to PEIA providers as a tool for assessing provider efficiencies and quality of care provided to patients.

Provides general monitoring and assessment of provider treatment and billing patterns for PEIA patients.

Provides recommendations for changes to the benefit plan that address issues identified.

Assists in the planning and participates in the annual statewide provider workshops.

Knowledge, Skills and Abilities

Knowledge and understanding of the practices of insurance companies and third party administrators. Knowledge of state and federal regulations, including HIPAA regulations, as they relate to health insurance.

Knowledge and understanding of provider reimbursement methodologies including RBRVS, PPS and various other provider fee schedules.

Knowledge of current health care practices including appropriate treatment guidelines and utilization procedures.

Ability to communicate effectively, both orally and in writing.

Ability to maintain effective working relationships with other employees, employers and government officials.

Minimum Qualifications

Training: Bachelor's degree from a regionally accredited college or university.

Experience: Five (5) years of full-time or equivalent part-time paid professional experience in health insurance, health care, health education, program development, program management, program support, or communications.

Substitution: A Master's degree will substitute for the required experience on a year-for-year basis.

Established: 08/21/2003

Revised: 03/08/2018

Effective: 03/08/2018