

DIRECTOR OF HEALTH SERVICES



JOB OPPORTUNITY with



Gold Coast
Health PlanSM
A Public Entity

WHO WE ARE

Gold Coast Health Plan currently has over 100 staff that proudly serves more than 120,000 Medi-Cal beneficiaries living in Ventura County, California. Gold Coast Health Plan is an independent public entity created by County ordinance, authorized through federal legislation, and governed by the Ventura County Medi-Cal Managed Care Commission. The Commission is comprised of locally elected officials, providers, hospitals, clinics, the county healthcare agency and consumer advocates. Gold Coast Health Plan is one of six County Organized Health Systems (COHS) under Medi-Cal Managed Care which serve 14 counties and 1.3 million beneficiaries. Our Member-first focus centers on the delivery of exceptional service to our beneficiaries by enhancing the quality and accessibility of healthcare.



THE JOB

Gold Coast Health Plan is seeking an experienced Director of Health Services to oversee our Medi-Cal managed care programs and services. The Director of Health Services reports directly to the Medical Director of Health Services, oversees a budget of \$2.5 - \$5 million, oversees strategic direction of utilization management (UM) and care management (CM) programs, and works proactively to provide for our member's needs. This position has 4 direct reports (Project Manager, UM Lead/Trainer, UM Manager, and CM Manager) who oversee approximately 30 clinical and non-clinical staff members.

OUR IDEAL CANDIDATE will have leadership experience in a managed care environment (HMO or like environment), preferably with experience in Medi-Cal or Medicaid.

Education and Experience

Any combination of experience and training that would provide the following required knowledge, skills, and abilities:

- Bachelor's degree from an accredited college or university in an appropriate discipline, such as business, health care, or public administration. A Master's degree in Health/Hospital Administration or Public Health is ideal.
- Five years of progressively more responsible clinical experience in managing health care programs including managed care, or similar fields in a comparable program with at least two years in a supervisory capacity overseeing quality management and utilization review programs.
- Previous experience dealing with government programs both Medicaid and Medicare a plus.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Active, valid, and unrestricted Registered Nurse license (and the ability to obtain an unrestricted California RN license if current license is out-of-state)
- Utilization Management/Case Management certification ideal.
- Possession of, or ability to obtain, a valid California driver's license and satisfactory driving record.

Administrative and Leadership Skills:

- Understand strategic and operational planning, health care economics, and personnel administration.
- Lead and develop a variety of professionals and support staff.
- Maintain policies and procedures to meet strategic goals.
- Ensure regulatory, claims and contractual compliance.
- Collaborate with regulatory medical audits and inquiries.
- Key player interfacing with other Gold Coast Health Plan departments and other stakeholders.
- Ability to interface successfully with other community agency partners.
- Understanding of political developments at the state and federal level that affect local managed care health delivery.
- Document protocols for agency communications and referrals.
- Develop appropriate plans to meet staffing needs.
- Select, train and evaluate new staff, and support improvement plans and grievance processes.



Finance and Technical Expertise:

- Knowledge of federal, state, and local laws affecting managed care services.
- Knowledge of finance, contracting strategies, cost analysis and trends in the health care industry to manage budgets and identify medical cost improvement opportunities.
- Understand the nursing industry and experience leading nursing staff.
- Strong knowledge of information technology to efficiently support programs and services.
- Monitor clinical issues and make recommendations to senior leadership.

Programs and Services:

- Design and oversee the strategic direction of utilization management (UM) programs including planning, performance management, improvement, and reporting.
- Design new UM programs and manage performance, policies, and procedures.
- Oversee strategic direction for utilization review, care management and coordination, chronic disease management, health education, and other programs.
- Develop new cost-effective health programs consistent with strategic goals.
- Understand managed care regulations and mandates to produce positive outcomes and ensure compliance.

Public Relations and Engagement:

- Build stakeholder relations and become a resource for facilities and providers.
- Understand key business issues in the health care industry serving a diverse population.
- Coordinate relationships with clinical and social service agencies.



- Professionally interact with other players in the community: hospital, healthcare providers, etc.
- Interface and work effectively with public sector organizations at the local and state level on policy issues.
- Provide support to both internal and external advisory groups and clinical committees.
- Participate in various committees and meetings with leaders in public sector organizations, healthcare industry, and community based organizations who provide services to our customers.

Communications and Interpersonal:

- Ability to work at a high-level, identify important details and make sound decisions.
- Focus on results, think critically and be a high level problem solver.
- Ability to analyze issues and put strategies in place to react to a rapidly changing health care environment.
- Communicate effectively with Gold Coast Health Plan senior management, local and state representatives, and interface well with the community.

Special Requirements - [CLICK HERE](#)

SALARY AND BENEFITS:

Attractive salary depending upon experience and qualifications.
Benefit coverage's offered are: Medical, Dental, Vision, LTD, STD, Life, AD&D and FSA

Leave time:

- Vacation: 15 days per year for years 1-3; 20 days after 3 years
- Sick leave: 6 days per year
- Holidays 10 days per year
- Administrative Leave: 2 days per year

Retirement: Gold Coast Health Plan contributes 10% into a 401(a) effective immediately and a 457 plan is available for employee contributions.

HOW TO APPLY:

Apply by January 6, 2014. Email your cover letter and resume to:

- wendi@wbrowncreative.com, or
- Fax to: 866-224-1423
- Contact Wendi Brown with questions: 541-858-0376 (direct), or 866-929-WBCP (toll free)

OUR MISSION:

To Improve the Health of Our Members
Through the Provision of the Best Possible
Quality Care and Services.

OUR VISION:

To Improve Access to Primary, Specialty
and Ancillary Services.

OUR GOAL:

To Expand Coverage and Increase Access
to Healthcare for Medi-Cal Beneficiaries.

OUR PROMISE:

To Create a Medical Home for Our Medi-Cal
Members.

