



The Texas Association of Health Plans

## **Job Description: Director of Medicaid Operations**

The Texas Association of Health Plans (TAHP) is the statewide trade association representing commercial and Medicaid health plans operating in Texas.

### **POSITION**

Director of Medicaid Operations

### **DESCRIPTION**

The Deputy Director of Medicaid Operations works closely with TAHP's member MCOs to respond to operational and policy changes to the state's Medicaid and CHIP programs that impact the delivery of services by health plans. Candidates should possess excellent verbal and written communication skills.

### **RESPONSIBILITIES**

- Plan and facilitate Medicaid health plan operational calls for the STAR, STAR Kids, STAR+PLUS, and Dental programs including preparation of slide presentations in coordination with the Medicaid plans, and providing a recap and action items following each call
- Participate in agency and stakeholder meetings related to health plan operations, facilitate conversations, coordinate action items, and draft summaries for the plans
- Attend agency advisory meetings as assigned and provide summaries to plans
- Provide updates on operations and meeting summaries for inclusion in the weekly newsletter
- Identify a need for, develop, schedule, and conduct meetings with Medicaid health plan operations teams as issues arise or new ideas develop involving rules, contract or manual changes, MCO notices, and Medicaid policy changes as they impact plan operations
- Monitor the MCO portal daily for new meetings and MCO notices; review postings and update plans; coordinate industry responses, if needed
- Work strategically with HHSC to resolve operational issues on behalf of plans
- Support initiatives related to the legislative session, including identifying issues that arise in Medicaid operations that may require legislative solutions and reviewing legislation with health plan operations staff for operational impact on health plans
- Participate in HHSC bill implementation workgroups

- Assist in the preparation of slide presentations for monthly GR, membership, and CEO meetings, and discussion items for monthly meetings with HHSC and quarterly MCO leadership meetings.
- Assist in planning TAHP event content.

### **CREDENTIALING RESPONSIBILITIES**

- Work with TAHP member plans and contractor on the implementation of the Texas statewide Credential Verification Organization (CVO) contract
- Manage monthly calls with TAHP members and contractor on CVO implementation
- Monitor contractor progress on implementation of established project management plan
- Serve as single point of contact for member plans and other professional associations (TMA, THA) relative to CVO contractor issues
- Attend legislative and agency meetings regarding the CVO project and provide meeting summaries to the plans
- Keep apprised of developments in health plan credentialing requirements (Medicaid, Medicare, and commercial) and provide regular written updates and summaries for inclusion in TAHP's weekly newsletter and press materials
- Develop credentialing policy content for TAHP Medicaid materials including fact pages, issue briefs, and primers
- Review the monthly billing statement from the CVO contractor for accuracy and send to accounting to create the invoices
- Keep CVO contact list for the MCOs updated for monthly billing
- Provide CVO program monthly financial performance report to TAHP CEO
- Network with other associations and provider groups to encourage participation in the CVO project

### **QUALIFICATIONS**

- Baccalaureate degree in a related field required, Master's degree preferred. Experience may be substituted for required degree.
- 3-5 years of experience working on Medicaid and CHIP policy, contract, operational, and fiscal issues
- Excellent verbal and writing skills
- Skilled at translating complex policy issues into real-world, easily digestible communications materials and public testimony
- Self-motivated and detail-oriented with the ability to prioritize, multi-task, and meet deadlines
- Skilled at project management principals

OCCASIONAL TRAVEL IS REQUIRED.

### **WORK ENVIRONMENT**

We believe that people thrive on having trust, freedom, and the ability to make a difference. We also trust our employees to do what they think is best to help TAHP succeed. Our goal is to inspire our team more than manage it. To these ends, we foster freedom and empowerment wherever we can, giving employees lots of freedom, power, and

information in support of their decisions. In turn, this generates a sense of responsibility and self-discipline that drives great work benefitting the association.

At TAHP, typical working hours are Monday through Friday, 9am to 5pm. This is when most meetings will occur and when employees are generally expected to be available. Because of the nature of our work, however, employees will often have irregular workdays and flexible schedules — sending emails on weekends or evenings and having to work long days and weekends during Legislative Sessions, Legislative hearings, agency meetings, and TAHP events. During these busier times, employees are often expected to be available in the evenings or on weekends.

TAHP employees often work in a hybrid environment. However, candidates must be available for in-person TAHP staff meetings as well as any legislative hearings and HHSC meetings that necessitate in-person attendance.

Because our employees often work irregular workdays, we foster a flexible work culture that values trust, outcomes, and success over rigid work policies. We focus on what our employees get done; not how many hours or days they have worked.

#### **ABOUT TAHP**

TAHP is a trade association representing health insurers, Medicare health plans, and Medicaid health plans operating in Texas. Our staff is small but mighty, producing regular, comprehensive communications and advocacy materials for the Capitol audience, our association members, agencies, and the public. We seek to inform, educate, and advocate for priorities that make the health care system more accessible, navigable, transparent, and affordable for all Texans.

#### **COMPENSATION**

Competitive salary and benefits offered.

#### **HOW TO APPLY**

Please email (subject line: TAHP Director of Medicaid Operations) resume, 3 writing samples, and 3 references by close of business on July 12, 2024, to [pdoner@tahp.org](mailto:pdoner@tahp.org).

*The Texas Association of Health Plans is an Equal Opportunity Employer and encourages all qualified applicants to apply.*