The County of Santa Clara invites applications for an Executive Leadership Career Opportunity.

Reflecting the spirit of Silicon Valley, the County of Santa Clara is a visionary public sector entity and a learning organization that is dedicated to the well-being of all its residents. Valley Health Plan, in partnership with the County-operated Santa Clara Valley Health and Hospital System as well as a regional network of private sector healthcare providers, advances the County’s mission by facilitating accessible, affordable, high quality healthcare that is focused on improving the health and wellness of our community.

The County has over 20,000 employees and a FY2019 operating budget of $7.0 billion. Valley Health Plan has an operating budget of $540 million.

County of Santa Clara
70 West Hedding Street, San Jose, CA 95110

The County of Santa Clara is an Equal Opportunity Employer and values diversity at all levels of the organization.
THE COUNTY OF SANTA CLARA IS SEEKING A DYNAMIC LEADER FOR VALLEY HEALTH PLAN WHO IS DECISIVE, WELL ORGANIZED AND POSSESSES CONSIDERABLE MANAGEMENT EXPERIENCE TO FILL THIS CRITICAL POSITION. THIS IS AN EXCITING AND CHALLENGING CAREER OPPORTUNITY FOR A HIGHLY QUALIFIED INDIVIDUAL CAPABLE OF PROVIDING EFFECTIVE LEADERSHIP TO A DIVERSE STAFF AND WHO HAS STRONG TEAM BUILDING ABILITIES.

The Assistant Director, Managed Care Programs - Provider Network Operations directs the design, development and implementation of managed care systems and processes; maintains internal relations with medical staff and administration, managers and other clinicians, and develops and maintains relations with external potential health care providers, work groups and customer departments and agencies.

This position will provide senior management oversight, strategic direction, external relationship representation, process improvement guidance, and industry-standard subject matter expertise to the following functions comprising provider network development and administration functions within VHP’s health plan operations.

- **Network Development.** Direct outreach to new candidates for inclusion in VHP’s provider network; negotiation of rates, terms, and conditions for new and renewing provider contracts under fiscal guidelines established by VHP Financial Leadership.

- **Provider Relations and Provider Services.** Direct provider and provider business office orientation, training, and ongoing relationship management and resolution of issues, such as payment problems, access barriers, member complaints regarding care, timely access and availability, pay for performance, etc.

- **Provider Contract Administration.** Direct development of provider contract templates and maintenance of executed-contract inventories in compliance with California Department of Managed Health Care (DMHC) regulations and County of Santa Clara policies. Effectively liaison with Health Economics to ensure that reimbursement rates are aligned with performance expectations.

- **Provider Data Management.** Liaison with VHP’s system configuration, information technology, marketing and other areas to accurately represent contracted providers in VHP’s claims administration system and provider directories to support accurate and timely payment, and accurate representation of contracted providers to current and prospective members.

- **Medical Management.** Liaison with VHP’s Chief Medical Officer in order to ensure that VHP provides network management functions aligned with its clinical and care management policies and procedures.

- **Compliance.** Liaison with VHP Compliance, Quality Management, Fraud & Abuse, Disputes & Grievances and related functions to ensure that VHP’s provider network functions are aligned with regulatory, accreditation, legal and other requirements.

- **Member Services.** Collaborate with VHP’s Member Services call center function to ensure that all matters related to member calls regarding providers, providers; provider calls regarding plan issues and related matters are appropriately resolved.

THE IDEAL CANDIDATE

**The ideal candidate must be:**

- Customer focused
- Able to integrate business systems and optimize business processes.
- A visionary and must be able to translate strategy into tactics.
- A creative problem solver.
- Persistent and assures follow-through.
  Execution is key.
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Valley Health Plan (VHP) is a Knox-Keene licensed Health Maintenance Organization (HMO), owned and operated by the County of Santa Clara. VHP was originally licensed in 1985 to provide an additional benefits choice for County of Santa Clara employees. VHP currently manages over 160,000 lives across several product lines including the Medi-Cal Managed Care and Healthy Kids market (entered in 1997) via a Plan-to-Plan delegation with Santa Clara Family Health Plan, Commercial plans for employer groups, and individual insurance coverage through Covered California, a State-operated Health Benefit Exchange.

**VISION STATEMENT**

VHP will have a positive impact on the health of our families, friends, and neighbors.

**VHP MISSION STATEMENT**

To support the well-being of our members through a commitment to accessible, high-quality health services and community-focused, local care.

**VHP VALUES**

We

- care about the total well-being of our members.
- show compassion and understanding for where each person is on their health journey.
- enhance our community by advocating for the diversity of each individual.
- form a lasting connection with our providers, brokers and other partners to promote local business.
- strive for continuous improvement in the services we offer and satisfaction with the VHP experience.

VHP currently has over 200 employees, 1000+ appointed independent community brokers, and a FY2019 operating budget of approximately $540 million. VHP has attained Health Plan Accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC) and maintains health plan standards, such as Credentialing, in accordance with the National Committee for Quality Assurance (NCQA) and NCQA’s HEDIS Compliance Audit.
CHALLENGES AND OPPORTUNITIES

- Leading strategic development and regional expansion of VHP's provider network.

- Cultivating excellent relationships with VHP's physician groups, hospitals, and other key provider network partners.

- Implementing leading edge business process automation and analytics tools to support contract management, rate negotiations, provider relationship management, provider data integrity, credentialing, etc.

- Metrics-driven continuous improvement of operations, service, and compliance performance.
The County of Santa Clara, sometimes referred to as “Silicon Valley,” is unique because of its combination of geographic attractiveness and social diversity. With its numerous natural amenities and one of the highest standards of living in the country, it has long been considered one of the best areas in the United States to live and work.

The County’s population of approximately 2 million is the largest in Northern California, is one of the State’s most heterogeneous, is rich in ethnic and cultural diversity, and enjoys access to all of the attractions of the San Francisco Bay Area. The elected Board of Supervisors establishes policies to address issues that affect the day-to-day operation of County government and is responsible for an annual operating and capital improvement budget of more than $7 billion. It adopts ordinances that affect unincorporated communities and oversees the budget. The County operates under a “charter” form of government, which gives the County substantial responsibility and authority. Under this charter, the Board appoints a County Executive to administer County Government. Santa Clara County is the third largest employer in Silicon Valley with approximately 20,000 employees.

RESOURCES

Santa Clara County Website  www.sccgov.org
About Santa Clara County  www.sccgov.org/sites/scc/pages/about-the-county.aspx
San Jose Neighborhoods  www.sanjose.org/neighborhoods
Housing  www.sccaor.com/housing-stats/
Schools  http://publicschooldirectory.sccoe.org/
San Jose Convention and Visitors Bureau  www.sanjose.org/
Santa Clara County Parks  www.parkhere.org
Valley Health Plan  www.valleyhealthplan.org
It is anticipated that this recruitment will remain open until position is filled.

To qualify for this exceptional opportunity, please attach the following along with your online application:

- Responses to the online supplemental questions
- Résumé
- Letter of interest explaining why you are the ideal candidate, including specific examples from your experience.

Thorough referencing and a background investigation will be conducted once mutual interest has been established. Prior authorization from the finalist will be obtained by Executive Services.

This recruitment requires the submission of an online application. Click Here to apply.

The filing period may be extended further or closed as early as 10 days from the issue date, if necessary. Please monitor our website for updated closing information.