

Valley Health Plan Medical Director

JOB SUMMARY

The Valley Health Plan (VHP) - Medical Director oversees medical care for all products and services, ensuring the healthcare needs of the membership are met.

- This role provides leadership and direction to the utilization/cost management functions.
- Oversees the management of utilization for all VHP members and delegated membership.
- Works collaboratively with other plan functions that interface with medical management, such as provider relations, member services, benefits and claims management.
- Performs treatment authorization review to determine medical necessity, appropriateness of services, and interprets benefits and limitations.
- Reviews that care is consistent with VHP's standards of quality.
- Participates in concurrent review activities of inpatient and long term care plans.
- Coordinates with VHP - Chief Medical Officer (CMO) and Quality Improvement to provide daily support and appropriate direction to staff on issues pertaining to utilization management (UM).
- Participates in policy review, performs analysis and makes recommendations.
- Participates in the retrospective review and analysis of Plan performance from summary data of paid claims, encounters, authorization logs, compliant and grievance logs and other sources.
- Meets regularly with the VHP - CMO to advise on the development of goals and objectives, work plans, and priorities on a regular basis.
- Monitors the daily UM authorizations and systems (out of network requests, durable medical equipment, concurrent inpatient status, VHP non-formulary drug requests) and related UM system issues for compliance, utilization of medical necessity criteria, and quality of care.
- Ensures utilization patterns, decisions, and recommendations are made regarding improving access at VMC.
- Responsible for the oversight of quality of care and the continual improvement of services and medical outcomes.

The VHP Medical Director will report to the VHP-Chief Medical Officer (CMO). This position will assist the VHP - CMO and collaborate with other plan functions that interface with medical management, such as:

- Serve as a medical manager and policy advisor to the VHP - CMO.
- Creating and maintaining a system that gives feedback to providers individually and collectively regarding managed care effectiveness of individual providers and networks.
- Designing and implementing corrective action plans to address issues and improve plan and network managed care performance.
- Creating and maintaining programs that incentivize providers to achieve selected utilization/cost and quality outcomes.
- Participates in short and long range program planning, quality improvement and external relationships, as determined by VHP-CMO.

REQUIREMENTS

A physician whose credentials are in good standing and licensed to practice medicine in the State of California with at least 5 years of clinical experience and at least 1 year of experience in medical management. Must have demonstrated ability to respond creatively to issues and advances in systems and methods for the practice of primary, specialty and tertiary care. Experience in the development and implementation of effective health care policy, particularly in the areas of quality monitoring, medical

appropriateness, and utilization of health care services is preferred. Working knowledge of Managed Care principles, Medical group management, Hospital and Health Plan operations, California Health and Safety Codes with emphasis on Title 22 and 28, HEDIS, NCQA standards, Medi-Cal, Medicare, and Utilization Management guidelines such as Milliman and Interqual. Knowledge of the Santa Clara County medical community is preferred.

BEHAVIORAL COMPETENCIES

Consistently and positively communicates and collaborates with colleagues, supervisors, and customers, both internal and external. Efficiently and independently plans time, meets deadlines, initiates and follows through on tasks. Listens respectfully and carefully, demonstrating flexibility in working with others. Demonstrates sensitivity to people of different cultures and works effectively with them. Meets attendance standards and uses timekeeping system accurately and consistently. Working proficiency with common professional office software, including Microsoft Excel.