

# Vanderbilt University

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## Job Information

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Job Code: 3302

Job Title: Manager II, Managed Care Accounts

## Job Summary

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Responsible for building relationships, primarily with managed care payors, for the purpose of increasing referrals and/or contracting opportunities for all products and services defined in Vanderbilt's healthcare continuum. Responsible for sales and marketing activities, managing and negotiating accounts, assessing financial and operational impact as it relates to managed care. Develop, analyze, and conduct complex financial analyses and modeling to assess the viability/profitability long range strategic and financial proposals for managed care contracting. Provides training and acts as internal consultant to staff and faculty members.

## Key Functions and Expected Performances

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### **1. Prospects/profiles/finalizes contract and/or referral/relationship opportunities to support department goals and guidelines.**

- 1a. Proactively promotes VU Services when opportunities arise either via phone or in person.
- 1b. Profiles and evaluates payor sources to determine business fit in regard to contract and/or generation of other business opportunities.
- 1c. Documents and obtains all relevant information per department protocol and assist in assessing, developing and revising protocols.
- 1d. Develops contract language, negotiates payment terms, and finalize contracts to meet the financial parameters set by the institution and VMG.
- 1e. Develops positive working relationships with payors throughout the negotiation process of payor contracting. Maintains relationships on an ongoing basis.

### **2. Generates awareness of services offered by VUMC.**

- 2a. Further develops customer relationships by assisting in the identification of specific needs and design plans/proposals for services to meet their needs
- 2b. Represents VU in a professional and appropriate manner by projecting a positive and knowledgeable image.
- 2c. Conducts conference meetings for the purpose of enhancing and promoting services
- 2d. Works with assigned patient care centers to understand PCC programs and workflow in order to promote PCCs to external customers.
- 2e. Maintains and improves knowledge regarding services and programs offered at VU.
- 2f. Demonstrates a strong understanding of business office functions including physician and facility billing practices.

### **3. Manages assigned accounts/executed agreements/contracts/relationships.**

- 3a. Effectively utilizes communications within the institution and externally with employers/payors.
- 3b. Develops and conducts educational functions for target audience by arranging and providing in-services when necessary
- 3c. Serves as the primary point of contact with assigned areas/accounts.
- 3d. Resolves problems, and identifies areas of opportunity for further business growth.
- 3e. Maintains and grows all viable existing business both financially and operationally including centers of excellence.
- 3f. Adeptly applies understanding of Institution's interests to specific agreements
- 3g. Demonstrates both competence and persuasiveness as a representative of the Institution and its interests
- 3h. Independently manages workflow to achieve and maintain desired performance standards
- 3i. Surveys industry data to analyze future trends and indicators in related areas of interest; review data periodically to analyze trends affecting budget needs, report findings and implement action when necessary.

### **4. Serves as a consultant to the internal customers**

- 4a. Shares general information regarding managed care, language templates, and contracting concepts with internal audiences through participation in various meetings, projects, and committees
- 4b. Develops, enhances and maintains tools for various departments to enhance contract performance, identification and compliance.
- 4c. Maintains current information (benchmarks, industry trends, best practices) and disseminate information internally as appropriate
- 4d. Functions as member of team to share ideas and strategies, leading to the development of "best practices".
- 4e. Participates as a member of team to develop, implement, and achieve departmental and organizational goals
- 4f. Serves as point of contact for assigned patient care centers regarding managed care issues. Updates PCC leadership of assigned areas on payor performance on a periodic basis.
- 4g. Maintains departmental website and other departmental shared data files internally as appropriate

### **5. Plans, develops assesses and monitors financial projections on operational impact**

- 5a. Develops and analyzes projections to model the financial impact of proposed contracts and projects. Utilizes both short and long term
- 5b. Monitors payor reimbursement on assigned accounts through review of periodic trend reports to identify payment trends and/or patterns.
- 5c. Tracks trends and implement improvement plans based on patterns.
- 5d. Informs appropriate individuals and committees of relevant financial and operational issues.
- 5e. Designs, develops and modifies computerized financial forecasting models and simulations for specific projects. Establishes through research, required databases and organizes and analyzes data from existing databases to perform appropriate analyses.

5f. Makes recommendations based on projections, models and analyses and implements proposal recommendations through collaborations with appropriate staff

**6. Participates in professional development activities as identified by department management.**

- 6a. Attends identified training programs offered.
- 6b. Attends conferences/seminars to increase product knowledge.
- 6c. Maintains memberships in professional associations as approved by department.
- 6d. Analyzes reports and make suggestions on the effects of proposed federal and state regulations which may impact long range financial planning.

**Basic Qualifications**

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**Education**

Education Required: Bachelor's

**Experience**

Required time in field previous to employment: 5 Year(s)

**Notes**

(None)

**Licensure, Certification, and/or Registration (LCR)**

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LCR Requirements: (None)

**Notes**

(None)

**Job Requirements**

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**Physical Requirements**

(positions classified with this job-code may require many or all of the following physical requirements)

**Mobility:** (Ability to assist in the movement of objects)

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- Sitting
- Bending
- Lifting
- Pushing
- Pulling
- Walking
- Stooping
- Standing
- Turning

**Dexterity:** (Ability to manipulate objects)

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- Reaching
- Grasping
- Handling

**Visual:** (Ability to recognize, register, and respond)

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- Color recognition
- Depth perception
- Reading / Close-up work
- Graphing
- Calibration

**Communication:** (Ability to understand, respond and translate into action)

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- Communication

**Environmental Conditions**

(positions classified with this job-code may require work in or near the following

environmental conditions)

**Noise:**

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- Normal office environment

**Vibration:**

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*(None)*

**Atmospheric Conditions:**

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*(None)*

**Hazards:**

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*(None)*

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Interested and qualified individuals should contact: Beverley Coccia, Director of Managed Care, Vanderbilt University Medical Center, [Beverley.Coccia@Vanderbilt.edu](mailto:Beverley.Coccia@Vanderbilt.edu)