

## **Job Description**

### **TennCare Eligibility Administrator**

The Bureau of TennCare is seeking a Service Center Contracts Administrator in the TennCare Eligibility organization within the Division of Member Services. This position will be responsible for leading a team of over 22 employees, including two (2) TennCare Eligibility Directors, who will lead and supervise teams responsible for the review and quality management of documents, applications, calls, and eligibility determination as well as program compliance of the CoverKids and Call/Service Center vendors.

The TennCare Service Center Contracts Administrator will work under the supervision of the TennCare Deputy Director of Member Services to develop goals priorities, objectives and strategies. Additionally, the Service Center Contracts Administrator:

- must have knowledge and experience with Contract Management as the position requires analysis and understanding of contract requirements, daily activity tracking, proactive communication, performance management and timely follow-up with the vendors.
- must have knowledge and experience with Contract Management as the position will ensure that vendors' contracts have been regularly monitored; all deliverables have been received, distributed to, and reviewed by the appropriate TennCare staff persons by monitoring Service Level Performance Standards and developing steps to resolve performance issues. The Administrator is also responsible for ensuring seamless integration of operations between the Service Centers staff and that of the Eligibility Organization.
- performs Contract Management for the vendors, including but not limited to facilitating contract renewals, rebids, implementations and amendments; contract control memorandums regarding corrective action plans for performance and compliance issues and associated liquidated damages for performance deficiencies; project management in the planning and implementation of business process changes.

The TennCare Eligibility Administrator will:

- continuously build relationships with both internal and external stakeholders to ensure effective and efficient communication and process development in State-Contractor interfaces.
- ensure communication and action plans are developed and efficiently and effectively implemented; develop and implement quality assurance and employee evaluation standards and measures; ensure collaborative problem solving and decision-making processes are utilized to maximize the efficiency of the eligibility evaluation process; monitor the risk and quality of all aspects of the TennCare/CoverKids eligibility evaluation process.

The TennCare Eligibility Administrator must maintain a current knowledge base of policy and regulations surrounding Medicaid and the Children's Health Insurance Program (CHIP) eligibility.

The TennCare Eligibility Administrator will report directly to the TennCare Deputy Director Member Services and will work closely with the other members of the Eligibility Operations Leadership Team within the Eligibility Organization.

### **Qualifications:**

- Bachelor's Degree
- Minimum of four (4) years management/supervision experience in either state government, healthcare, Medicaid or a program eligibility related field
- Three (3) years contract management experience
- One (1) years call/service center management experience
- Ability to adapt to changing priorities and deadlines
- Ability to foster and maintain cohesive working relationships
- Ability to interpret and execute public policy
- Ability to exercise sound judgment

- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Excellent writing and communication skills required
- Project management related skills; resource assessment/allocation, task prioritization, chronicling of events
- Business analysis, including business process design, assessment and configuration

**Job Location:** Nashville, Tennessee

**How to Apply:** Qualified candidates should send their resumes along with a cover letter to the attention of Kelvin Meeks, Deputy Director of Member Services to [MemberServices.Jobs@tn.gov](mailto:MemberServices.Jobs@tn.gov) before January 18, 2015.