

Passport Health Plan

Position Title:	Behavioral Health Specialist	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

A behavior specialist is a licensed behavioral health provider in good standing in Kentucky that models, trains, and evaluates behavior care plans for members with behavioral issues including but not limited to diagnoses on the autism spectrum disorders, developmental and intellectual disabilities, and trauma responses, or other behaviors that have been disruptive and would benefit from a behavior-specific intervention. The behavior specialist serves as a resource for internal and external care teams including providers, state agency partners, community supports, and others involved in the wraparound care for members with behavioral needs. The role includes at least annual evaluation of all behavior plans for all members to ensure quality and that plans include evidence-based interventions and document progress toward goals or re-evaluation of the plan. Will monitor reporting by provider partners regarding follow-up after hospitalization, readmission rates, and use of physical and chemical restraint

Essential Functions:

- Models and trains internal and external partners in the principles and practice of Positive Behavior Support methodology.
- Serves as a member of the Care Teams providing expertise re: behavioral issues
- Responsible for Behavior Plan assessment, design, training, monitoring, and reporting. Regularly review and provide feedback regarding care plans for all members needing a behavior plan at least annually.
- Conducts descriptive and systematic (e.g., analogue) behavioral assessments, including functional analyses, and provides behavior analytic interpretations of the results.
- Work with providers who provide direct behavioral treatment to clients via replacement skills training, crisis de-escalation, group therapy, individual therapy, and/or skills coaching in all applicable settings
- Monitors restraint use and provides training to reduce.
- Monitors challenging behavior.
- Participates in Behavior Health Advisory Committee to keep the Committee abreast of behavior needs of members along with provider and Passport performance in meeting needs
- Assist BH Director and other clinical leadership with: quality compliance for NCQA and CMS and initiatives including performance improvement plans initiated internally or by DMS; ensuring all programs and policies support industry standards and evidence-based practices.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting

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with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are

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moderately quiet.

- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Minimum training includes Master's Degree in Behavioral Health Field such as Applied Behavioral Analysis or Psychology or equivalent
- Experience providing behavioral interventions with children or adolescents with behavior needs for at least 5 years

Licenses, Registrations or Certifications:

- Licensure in Kentucky as an Applied Behavioral Analyst or Licensed Psychological Associate or equivalent

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Position Title:	Behavioral Health Clinician	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

A behavioral health clinician is a licensed behavioral health provider in good standing in Kentucky that fulfills their role as a clinician on an interdisciplinary care team in an effort to help members achieve improved health and quality of life. The behavioral health clinician engages members, as well as internal and external care teams including providers, state agency partners, community supports, and others involved in the wraparound care for members with behavioral health needs. The role includes completion of assessments to identify needs and to ensure members have access to the care and support they need to meet their needs. The behavioral health clinician will participate in quality initiatives to help measure and determine effectiveness of interventions and outcomes for members in meeting their behavioral health needs.

Essential Functions:

- Conduct comprehensive assessments that identify behavioral, clinical, social and environmental concerns and needs of members.
- Outreach and engagement of members identified through analytics, self-referral, or referral from others including providers as having a behavioral health need and likely needing assistance.
- Based on this assessment, and in conjunction with the member, the member's physician and other members of the care team, work with the team to create a care plan that will address the identified needs, remove the barriers and improve the health and well-being of the member.
- Help to maintain a comprehensive inventory of local community and government resources for members and their families and facilitate the member's access to these resources
- Assess the member's or care giver's knowledge of his or her clinical and social condition and provide education, connection to resources, and self-management support based on the member's unique learning style.
- Utilize motivational interviewing techniques to meet members and/or their caregivers where they are and incorporate a trauma-informed approach in working with members
- Assist BH Director and other clinical leadership with: quality compliance for NCQA and CMS and initiatives including performance improvement plans initiated internally or by DMS; ensuring all programs and policies support industry standards and evidence-based practices.
- Other duties as assigned.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

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Position Title:	Behavioral Health Clinician	FLSA Status:	
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Supervisor's Title:		Revision Date:	

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business, including to members' homes. The associate may be exposed to outside weather conditions during these commutes. Members homes may have cleanliness or safety concerns.

Position Qualifications/Requirements:

Education, Training and Experience:

- Minimum training includes Master's Degree in Behavioral Health Field such Social Work or Psychology or equivalent.
- Experience providing behavioral interventions with children or adolescents for at least 5 years

Licenses, Registrations or Certifications:

- Licensure in Kentucky as LCSW, LPP, or equivalent

Passport Health Plan

Position Title:	Behavioral Health Director	FLSA Status:	Exempt
Department:	Behavioral Health	Salary Grade:	
Supervisor's Title:	Chief Medical Officer	Revision Date:	

Position Summary:

This position acts as the behavioral health leadership for the Behavioral Health Services for Kentucky SKY Enrollees. The Behavioral Health Director shall be actively involved in all programs or initiatives relating to Behavioral Health Services for Kentucky SKY Enrollees. The Behavioral Health Director shall also coordinate efforts to provide Behavioral Health Services by the Kentucky SKY Contractor or any Behavioral Health Subcontractors. This position is responsible for the planning, coordination, and management of overall behavioral health services including leading the integrated coordination for all Foster Care/Guardianship/Adoption members' health care management. Responsibilities include: provider identification and engagement; assessment of member health needs; measurement and improvement of the quality of care received by members; and direct member service functions. This position will provide oversight of regulatory compliance with contractual obligations including applicable laws, regulations, and policies that govern the behavioral health aspects of Medicaid. It will assure excellence in customer service, innovation in care delivery, and build collaborative relationships with providers, advocates, and governmental partners to benefit members.

Principal Accountabilities:

1. Sets strategic and operational goals for Behavioral Health and Foster Care/Guardianship/Adoption benefits in accordance with the organization-wide clinical and business initiatives.
2. Oversee program operations and the administration of the behavioral health benefits including, but not limited to:
 - Clinical programming including medical management;
 - Care coordination and case management including integrated rounds;
 - Member communication including DMS approval process;
 - Conduct provider training and ensure timely and accurate communications;
 - Level of care utilization management including authorization process;
 - Coordination of provider network, provider contracting, and provider rates and reimbursement to ensure accurate loading of rates for reimbursement;
 - Processing and payment of claims;
 - Coordination of the appeal, grievance, and state fair hearing process;
 - Identification and measurement of quality indicators in accordance with NCQA accreditation standards and identified performance improvement targets;
 - Reporting on contractually mandated standards for behavioral health;
 - Provide 24/7 behavioral health hotline for member and provider services;
 - Investigate quality of care concerns and provide regular chart reviews of providers to ensure quality;
 - Regular communication with providers to problem solve for issues related to claims processing and payment;
 - Prepares responses to inquiries from oversight agencies including the Department of Medicaid Services, Department of Insurance, or other Departments within the Cabinet of Health and Family Services;
 - Coordination of the Psychotropic Drug Intervention Program to facilitate the exchange of information among providers to reduce inappropriate under or over-use including sub-optimal dosing of psychotropic medications and adverse drug reactions;
 - Provide Psychiatric Decision Support Service for Primary Care Providers;
 - Provide embedded utilization reviewer/care coordination in largest volume inpatient psychiatric facility;
 - Submission of encounters; and
 - Provide ad-hoc reporting.
3. Provides guidance and consultation in the development of behavioral health network with the provider network

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management team including contracting, training, and expertise with regard to subject matter.

4. Establishes guidelines, policies, and procedures to ensure accessibility, availability, referral, and triage to effective physical and behavioral health care, including emergency behavioral health services, (i.e.: Suicide Prevention and community crisis stabilization.)
5. Identifies gaps in health care continuum and opportunities for enhancement of existing services or implementation of evidence-based interventions to improve health.
 - Determine and prioritize targeted health issues;
 - Works with providers to increase access to identified services and programming;
 - Utilizes available data, as well as benchmarks against competitive and marketplace requirements including HEDIS and quality outcomes;
 - Explores alternative payment models to incentivize desired quality outcomes;
 - Works with providers to improve the experience of care, improve member health, and reduce the per capita costs of healthcare;
 - Pursues learning collaborations and develops pilot programs as appropriate, and
 - Measures outcomes and shares result.
6. Identifies a method to evaluate the continuity and coordination of care, including member-approved communications and encourages coordination of the exchange of information and integration of care between behavioral health providers and primary care providers.
7. Protects the confidentiality of member information and records including monitoring and reporting as part of the Quality Improvement Plan.
8. Works with Director of Pharmacy to monitor drug utilization patterns of psychotropic medications. Share joint oversight of the Behavioral Health Work Group/Behavioral Health Pharmacy and Therapeutics Subcommittee.
9. Coordinates with community providers including, but not limited to the, Community Mental Health Centers (CMHC), and inpatient psychiatric providers and nursing facilities regarding admission and discharge planning, treatment objectives, and projected length of stay including those Members committed by a court of law to the state psychiatric hospitals.
10. Plans, develops and implements new or revised policies, standards and procedures; monitors policies and procedures for compliance and quality standards.
11. Act as a liaison with the Department of Medicaid Services and sister agencies within the Cabinet for Health and Family Services regarding the behavioral health needs of members including the Department of Behavioral Health, Intellectual, and Developmental Disabilities, the Department of Community Based Services, and the Department of Aging and Independent Living. Participate in interagency meetings to aid in the exchange of information and coordination of services to impact the care provided for members.
12. Represent Passport Health Plan in a variety of forums. Provide testimony and other presentations as needed for legislative committees and other parties regarding the behavioral health benefit. Participate in governmental relations

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Supervisor's Title:	Chief Medical Officer	Revision Date:	

planning team at Passport Health Plan.

13. Provides fiscal oversight of departmental budget. Participates in analysis of behavioral health benefit utilization and financial trends to identify areas for optimization and improvement.

14. Develops specific and measurable performance standards for all direct reports. Holds self and others accountable to goals and standards of department and company.

15. Guides and encourages career development, conducts timely performance evaluations and provides open/ongoing constructive feedback to all direct reports.

16. Performs other duties and projects as assigned.

Key Competencies/Success Factors:

- Lives the values: Integrity, Community, Collaboration and Stewardship, as defined in the performance appraisal.
- People leadership and management.
- Corporate Financial Performance – Assists in the establishment and achievement of business objectives for the area of responsibility based upon company's overall strategic plan and operating goals.
- Job Knowledge – Maintains current knowledge of and applies all applicable licensing, regulatory, and industry standards. Keeps abreast of current industry trends.
- Communication Skills – Writes, speaks and presents clearly and concisely. Is thoroughly prepared prior to beginning any negotiation or conflict resolution process.
- Regulatory Compliance – Assess department's work quality and develops/implements process improvements to improve and achieve regulatory and oversight compliance.
- Strong functional and technical knowledge of healthcare delivery.
- Demonstrated people management and facilitative skills.
- Excellent interpersonal skills and demonstrated ability to influence internal and external constituents.
- Proven analytical and financial skills
- Experience in an operational, clinical, and political setting.
- Proficient experience using Outlook, Word, Excel, and PowerPoint in a Windows operating system.

ADA Physical Demands:

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- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with

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Position Title:	Behavioral Health Director	FLSA Status:	Exempt
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Supervisor's Title:	Chief Medical Officer	Revision Date:	

disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- The position requires that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education and Training:

- Doctoral degree preferred, Master's Degree acceptable
- 7-10 Years of Clinical Experience
- 5-7 Years of Experience as a Behavioral Health Director or comparable experience preferred
- Experience implementing Behavioral Health Programs in a public health setting preferred

Licensed, Registrations, or Certifications:

- Licensed Psychologist, Licensed Clinical Social Worker, Licensed Marriage and Family Therapist, or Licensed Professional Clinical Counselor Preferred
- M.S. in Nursing with Psychiatric Experience acceptable
- Must possess a current, active, state license to practice authorized behavioral health discipline in Kentucky

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Position Title:	Care Coordinator	FLSA Status:	
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Position Summary:

This position serves as the key point of contact between Passport Health Plan and the Kentucky SKY enrollee, adoptive parent(s), caregivers, fictive kin, and providers, coordinates enrollee specific contacts with the Department for Medicaid Services, the Department for Community Based Services, and Department for Juvenile Justice, is responsible for conducting member outreach to complete basic health surveys including the Child and Adolescent Needs and Strengths (CANS), to identify member needs for care coordination activities, to implement selected interventions according to program guidelines for members, to track and document member's status and progress, and to refer to clinical staff as appropriate.

Essential Functions:

- Provide Care Coordination activities to support SKY enrollees.
- Convenes the Assessment Team and integrates assessments to assign an appropriate level of care coordination to the enrollee.
- Request service plans and research to verify member is receiving appropriate care and services. Follow up with guardian and/or caregiver as necessary.
- Convenes and leads the Care Coordination Team
- Monitor the implementation of the Care Coordination Care Plan and reviews and updates as required.
- Assist SKY enrollees and adoptive parents, foster parents, caregivers, and fictive kin with locating providers, and scheduling and obtaining appointments as necessary;
- Assist DCBS and DJJ with residential placements by expediting the scheduling appointments, obtaining assessment results used to determine residential placements, and compiling and submitting needed material to designated DCBS or DJJ staff.
- Arrange for community supports and referrals to community resources as needed.
- Insure continuity of care through collaboration and communication with providers, previous health plans, DCBS and DJJ staff, and caregivers.
- Conduct outbound calls to members (and others on members' behalf) following scripted protocols. Conducts all calls in a courteous and customer friendly manner.
- Meet productivity and performance expectations as identified by the Manager and/or designee. Verify member eligibility according to the appropriate eligibility system.
- Collect demographic and survey data according to script, tools, and protocols.
- Communicate directly with members to identify any care coordination needs and to provide information regarding health care access and preventive health interventions/screening.
- Complete member specific interventions according to program guidelines and member-specific care plans developed by Care Advisors or Health Educators.
- Increase member's adherence to program guidelines by coordinating with primary care physicians.
- Interact with providers and other Plan staff as needed to meet member objectives and improve health outcomes
- Document all member-related efforts in the appropriate medical management system.
- Assist members with needs such as: obtaining physician appointments, resolving transportation issues, obtaining appointments for preventive health screenings, and telephonic appointment reminders.
- Educate members regarding community resources and access to care.

Serve as a contact for DCBS, DAAIL, Foster Parents, Adoptive Parents, and other entities serving assigned populations.

- Maintain and submit reports detailing the number of service plan reviews completed, including key data points

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and outcome decisions (i.e. referral to Case Management and rationale for decision).

- Maintain a report of issues encountered by members in assigned populations; suggest solutions to recurring problems, work with other teams as needed.
- Conduct and document the care coordination processes, focusing on the whole health needs of all assigned members, and including assisting in resolving issues encountered by members related to accessing needed care and treatment.
- Act as a liaison between member, provider and health plan to assure healthcare services are provided in the most appropriate and cost-effective manner.
- Facilitate access to entitlement programs and/or community resources.
- Follow up regularly with members, guardians, and/or caregivers to ensure members' care needs continue to be met appropriately.
- When assigned by Manager, participate in meetings with external entities such as state and/or community partners, caregivers, or members.
- Complete referrals to Care Management
- Identify members' immediate and future Care Management, Behavioral Health, and special needs according to program guidelines.
- Document agreement to participate in Care Management program according to prepared script and/or protocols.
- Complete referral for Care Management program when indicated based on established guidelines.
- Identify and correct problems with special populations. Demonstrate a broad knowledge of PHP, Medicaid benefits, services, and requirements.

Perform administrative duties tied to care coordination activities

- Processing/scan documents, mail requests, fax documents, and document retrieval.
- Assist with the generation and processing of member correspondence and educational material.
- Document information required for outcome measurements.
- Attend required annual trainings.
- Complete/maintain reports as requested by Manager.

Core Competencies:

Collaboration

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Professionalism/Communication

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Fairness and Consistency

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Leadership

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Job-Based Competencies:

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Quality of Work

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Results Orientation

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Technical Skills

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ADA Physical Demands:

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Work Environment:

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- This position may require a combination of home or office-based work, as well as working at offsite locations in order to complete PHP business. The ability to attend meetings at homes, provider offices, and other locations

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within the community will require access to reliable transportation.

- The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Associates degree in a related field; or equivalent combination of education and experience preferred
- Proficient with Microsoft Outlook, Word, Excel and PowerPoint.
- Strong time management and leadership skills

Finishing Touches (Preferred):

- Bachelor's degree in a related field
- 1-3 years of health plan experience, ideally with some experience in medically complex care coordination or behavioral health complex care coordination
- Demonstrate knowledge of NCQA, HEDIS, and program goals

Licenses, Registrations or Certifications:

- Certification as a medical assistant, home health aide, nursing assistant, or other similar health care para-professional preferred (If candidate holds a degree in social work, a license or certification is required.)

Passport Health Plan

Position Title:	Manager, Care Coordination Team	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

Role responsibilities include visiting with Kentucky SKY members and interacting with hospital staff at general, acute, and Behavioral Health hospitals to ensure proper utilization and Discharge Planning. This role will also be responsible for hiring, on-boarding and directing care management staff. The Manager will work collaboratively with Kentucky SKY Passport leadership as well as DCBS and DJJ personnel to resolve issues and impact systemic and process changes as needed.

Essential Functions:

- Develops operational policies and procedures that integrate the work of all positions within the care management organization, and ensures that they are known and followed.
- Understands, monitors and drives tangible improved care management team performance on caseloads, engagement rates, outcomes, quality, population health, productivity and financial measures.
- Contributes to the ongoing improvement and development of technology platform, helping to drive efficacy and functionality for users.
- Works with the reporting team to develop a suite of reports for managing care team productivity and performance.
- Assures that standards of practice and policies are in compliance with the NCQA and other regulatory guidelines and standards.
- Oversees the initial development and ongoing operations of a client Health Care Management Services group.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

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Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake

Passport Health Plan

Position Title:	Manager, Care Management (EVH)	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.
- This position requires travel to customer and prospect sites.

Position Qualifications/Requirements:

Education, Training and Experience:

- The Manager of Care Management must be a domain expert in clinical operations, as well as case, care and population management.
- Bachelor's Degree in health-related field required (Degree in Social Work, Nursing, Business Administration/Hospital Administration/ Public Health strongly preferred.)
- 3-5 years of supervisory or management experience overseeing care management and/or specialty population

Passport Health Plan

Position Title:	Manager, Care Management (EVH)	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

operations.

- Master's degree in health-related field preferred.
- Sophisticated knowledge of clinical operations and specialty populations in managed care, including care management policies, disease state and population management and members' rights and responsibilities, and the ability to quickly understand and assess the practices of client organizations.
- Desire for and capability to drive toward and achieve a high standard of quality and results.
- Entrepreneurial mindset geared toward the creation, execution and continuous improvement of a new care management model from the ground up.
- Intellectual curiosity and an ability to view old problems with a fresh perspective.
- Ability to understand the workflow of the multiple components of the company and client, and to create and implement integrated policies, procedures and creative solutions.

Licenses, Registrations or Certifications:

- Active license as Registered Nurse or LCSW, as required by state preferred.

Passport Health Plan

Position Title:	Care Technician	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

A Care Technician is a non-licensed member of the interdisciplinary Care Management Team working to improve health and quality of life for Kentucky SKY enrollees. The Care Technician engages members, their caregivers and guardians, as well as providers, community supports, and others involved in the care of members enrolled in Kentucky SKY. The role includes completion of Health Risk Assessments and collaboration with Care Coordinators and other team members to ensure members have access to needed care. The Care Technician will participate in quality initiative to help measure and determine effectiveness of interventions and outcomes for members in meeting their needs.

Essential Functions:

- Conducts outbound calls to SKY members and/or their caregivers and/or guardians. Conducts all calls in a courteous and customer friendly manner.
- Verifies member eligibility according to the appropriate eligibility system.
- Attempts to engage SKY members/caregivers/guardians in the SKY program
- Communicates directly with members/caregivers/guardians to identify any care coordination needs and to provide information regarding health care access and preventive health interventions/screening.
- Completes member specific interventions according to program guidelines and the member specific care plans developed by case/care managers.
- Educates members/caregivers/guardians regarding community resources and access to care.
- Increases member's adherence to program guidelines by coordinating with primary care physicians.
- Interacts with providers and other Plan staff as needed to meet member objectives and improve health outcomes
- Documents all interactions or attempted outreaches in Identifi.
- Performs clerical responsibilities such as processing/scanning documents, mailing requests, faxing documents, and document retrieval.
- Enters member data into various software platforms: Identifi, Healthify, etc.
- Communicates case specific information as indicated to providers, guardians, and caregivers. Information includes, but is not limited to, member identification number, status of health screens and immunizations.
- Assists members with: obtaining physician appointments, resolving transportation issues, obtaining appointments for preventive health screenings, and telephonic appointment reminders.
- Assists with the generation and processing of member correspondence and educational material.
- Documents information required for the purpose of outcome measurements.
- Participates in program activities and project work.
- Attends required training on an annual basis.
- Complies with Passport and HIPAA confidentiality standards to protect the confidentiality of member information.
- Completes reports as requested by Supervisor or Manager, such as incentive reports or individual production reports.
- HRA entry via forms received in the mail or during inbound/outbound phone calls.
- Perform other duties and projects as assigned.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels.

Customer Service Orientation

Passport Health Plan

Position Title:	Care Technician	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.

Passport Health Plan

Position Title:	Care Technician	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Bachelor's degree preferred.
- Medical assistant, home health aide, nursing assistant, or other similar health care para-professional training preferred.
- 1-3 years of experience as a Case Management Technician or comparable experience preferred.

Licenses, Registrations or Certifications:

- Certification as a para-professional, medical assistant, home health aide, or nursing assistant preferred.
- Valid driver's license with car insurance.

Passport Health Plan

Position Title:	Chief Compliance Officer	FLSA Status:	Exempt
Department:	Executive Office	Salary Grade:	Exec.
Supervisor's Title:	Chief Executive Officer	Revision Date:	06/12/2018

Position Summary:

The Chief Compliance Officer shall maintain current knowledge of Federal and State legislation, legislative initiatives, and regulations relating to the Kentucky SKY program and Contract and oversee the Contractor's compliance with the laws and requirements of the Department. The Compliance Officer shall also serve as the primary contact for and facilitate communications between the Kentucky SKY Contractor leadership and the Department relating to Contract compliance issues. Another duty is planning, implementing and monitoring the Compliance Program. The Compliance Program includes activities that involve enterprise risk management, HIPAA Privacy, program integrity and delegation oversight. In addition, the Chief Compliance Officer is the Culture Leader and the Custodian of Records.

Essential Functions:

Compliance Accountabilities:

- Oversee and monitor the implementation of the Compliance Program.
- Report to the Chief Executive Officer and Board of Directors on a regular basis to review progress on program implementation and assist with establishing improvement plans.
- Periodically revise and update the compliance program.
- Review associate conflict of interest statements and make determinations about the handling of potential or actual conflicts of interest.
- Develop and implement a compliance training program.
- Assist the Finance Department in coordinating internal compliance review and monitoring activities.
- Investigate complaints and coordinate action plans with other departments.
- Develop policies and programs that encourage staff to report suspected fraud or impropriety without fear of retaliation.
- Develop and communicate the objectives of the Compliance Program and report accomplishments ongoing.
- Maintain a log of communications received relevant to compliance.
- Compile reports of calls received, investigations conducted, findings and recommendations developed, action plans established, and progress noted.
- Establish and communicate reporting procedures and reporting modules available (e-mail, voice mail, suggestion box, etc.).
- Interview internal and external customers periodically.
- Analyze compliance related metrics and develop action plans, if necessary.
- Conduct unannounced mock surveys, inspections, audits and investigations periodically to assess staff readiness and to specifically identify where corrective actions are needed.
- Re-evaluate areas of previous deficiency to identify improvements.
- Present written evaluations and reports to the CEO, Board of Directors, Passport and Board Compliance Committees, Board Audit Committee, Board Finance Committee, Board Nominating and Governance Committee Partnership Council at least annually.

Risk Management Responsibilities:

- Establishes the Enterprise Risk Management architecture for the company.
- Monitors and analyzes risks within the company's business units and reports on these risks to the Board and applicable Board committees.
- Oversee the enterprise risk management process and ensure alignment with company mission, vision, values and strategic plan.
- Authority to make decisions or risk management issues that directly impact the strategic direction of the company.
- Sets the strategic risk management vision and is charged with delivering that strategy to the company using

Passport Health Plan

Position Title:	Chief Compliance Officer	FLSA Status:	Exempt
Department:	Executive Office	Salary Grade:	Exec.
Supervisor's Title:	Chief Executive Officer	Revision Date:	06/12/2018

leadership skills, network or internal and external alliances and highly developed business skills. Possesses an intimate knowledge of internal business processes and the company's industry.

- Exhibits business process knowledge, possesses a broad-based operations perspective and provides solutions for non-insurance related business risk issues.
- Coordinates and collaborates with Chief Financial Officer regarding insurance coverage to protect the company and spread risk appropriately.
- Ensures the company's risk management policies and strategies are in compliance with applicable state and federal laws.
- Seeks ways to optimize risks in the company as a competitive business advantage.

Culture Responsibilities:

- Plays a central role in the growth and development of the culture of the company.
- Ensures the culture is envisioned and aligned to the company's mission, vision, values and strategy.
- Ensures enterprise-wide alignment to an overall culture strategy, spreading culture related outcomes throughout the company.
- Develops a roadmap for the culture that includes appropriate milestones, tasks, dependencies, and assumptions that will get the company from the current state to the future state.
- Fosters an innovative, high-performing work environment that supports creativity and learning among associates.
- Helps shape the messaging of the company to build a strong brand.
- Ensures that the culture message and plan is embedded in the company and transmitted to new hires.
- Works collaboratively with the Executive and Senior Management Teams, Human Resources and Mission Integration and other business unit leaders, as necessary, to improve and advance the company's culture.
- Assists with the development, review and implementation of the associate engagement survey so that staff can evaluate the state of the culture, identify culture opportunities and address culture issues.
- Serves as the Winning Ways Executive Sponsor.

Custodian of Records Responsibilities:

- Ensure that all records used by Passport are up-to-date and available for inspection.
- Maintain an accurate and up-to-date filing system so that records can be located quickly.
- Manage and enforce the records retention schedule and deal with archiving, storage and destruction of obsolete records.
- Act as the Passport signatory stating that records in question are accurate and have been filed properly.

Perform other duties and projects as assigned.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our

Passport Health Plan

Position Title:	Chief Compliance Officer	FLSA Status:	Exempt
Department:	Executive Office	Salary Grade:	Exec.
Supervisor's Title:	Chief Executive Officer	Revision Date:	06/12/2018

members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

Analytical Thinking

Breaks down problems and issues into sub-components and then assesses the costs, benefits and risks of various options prior to selecting a particular approach.

Relationship Building/Networking

Builds rapport and develops alliances with a broad range of people. Adjusts communication style to meet the needs of individuals at various organizational levels and to meet the needs of clients. Forms alliances by demonstrating concern and respect for others, as well as by highlighting common interests and aspirations. Leaves others feeling that he/she will be a trusted ally and is careful to act in ways that reinforce that trust over time.

Passport Health Plan

Position Title:	Chief Compliance Officer	FLSA Status:	Exempt
Department:	Executive Office	Salary Grade:	Exec.
Supervisor's Title:	Chief Executive Officer	Revision Date:	06/12/2018

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Minimum of 12 years of relevant work experience in compliance, management of a compliance program, and at least 5 years related to federal or state regulatory/compliance activities required.
- Skills and experience sufficient to identify potential issues within a variety of company department and business units required.
- Experience leading cross functional and matrix teams required.
- Knowledge of health insurance regulatory standards required.
- Experience managing a Compliance Program for a health insurance or healthcare company preferred.
- Strong knowledge of managed care operations preferred.
- Familiarity with federal and state Medicaid and Medicare regulatory environment preferred.
- Professional work experience with or for federal and state agencies preferred.
- Experience conducting complex compliance investigations preferred.

Licenses, Registrations or Certifications:

- N/A

Passport Health Plan

Position Title:	Chief Financial Officer	FLSA Status:	Exempt
Department:	Executive Office	Salary Grade:	Exec.
Supervisor's Title:	Chief Executive Officer	Revision Date:	06/08/2018

Position Summary:

This position is responsible for directing the fiscal functions of the company in accordance with generally accepted accounting principles issued by the Financial Accounting Standards Board, the Securities and Exchange Commission, Kentucky Department of Insurance other regulatory and advisory organizations and in accordance with financial management techniques and practices appropriate within the industry.

Essential Functions:

Strategic and Operational Leadership:

- Provides leadership for all PHP and Kentucky SKY program financial operations (accounting, budgeting, finance, long range and capital planning, financial reporting). Development and coordination of financial management systems necessary to achieve PHP's financial goals.
- Oversees the budgeting, long range and capital planning, financial, and metrics reporting functions of PHP to ensure management has appropriate financial information to make informed decisions and can monitor progress toward PHP goals. Identifies opportunities for improvement and communicates these to senior leadership. Accountable for the profitability of PHP in conjunction with the CEO and executive team.
- Develops and maintain effective relationships with key contacts at applicable regulatory agencies; function as primary contact for all financial related inquiries, including, but not limited to: Department for Medicaid Services (DMS), Department of Insurance (DOI), and the Center for Medicare and Medicaid Services (CMS).
- Plans and coordinates all aspects of PHP Finance Committee meetings.
- Develops and presents financial reports as needed to present financial results to key audiences (PHP owners, PHP Board, DMS, DOI, CMS, management, legislators).
- Participates on PHP's negotiating team for annual State contract renewal and interim rate increases; work with actuaries to develop appropriate rate proposals by category of aid.
- Participates in contract negotiations related to regional expansion in Kentucky.
- Prepares annual PHP financial plan based on input from actuaries and other members of the management team; present plan to Finance Committee and the board.
- Creates cost benefit analyses to support business, including but not limited to: provider rate negotiations, subcontractor rate negotiations, financial proformas, and provider incentive programs.
- Develops and administers PHP financial policies and procedures.
- Coordinates preparation of monthly financial statements.
- Ensures required financial reports are filed with appropriate state agencies in a timely, accurate manner.
- Provides support to external auditors for annual audit of PHP.
- Coordinates the approval and processing of PHP operating expenses in accordance with guidelines approved by Finance Committee.

People Leadership:

- Establishes credibility throughout the organization with management and the employees in order to be an effective listener and problem solver of people issues.
- Performance Management – Develops specific and measurable performance standards for all direct reports. Holds self and others accountable to goals and standards of department and company.
- Employee Training & Development – Guides and encourages career development, conducts timely performance evaluations and provides open/ongoing constructive feedback to all direct reports.
- Leadership Skills – Leads by example: Sets an example of personal performance, which encourages excellence and integrity. Advocacy, Competence, Dignity, Stewardship, care of the Poor, Hospitality, Compassion and Diversity. Role models Mission and Values and promotes excellence in customer service through personal actions.

Passport Health Plan

Position Title:	Chief Financial Officer	FLSA Status:	Exempt
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Supervisor's Title:	Chief Executive Officer	Revision Date:	06/08/2018

Perform other duties and projects as assigned.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

Passport Health Plan

Position Title:	Chief Financial Officer	FLSA Status:	Exempt
Department:	Executive Office	Salary Grade:	Exec.
Supervisor's Title:	Chief Executive Officer	Revision Date:	06/08/2018

Analytical Thinking

Breaks down problems and issues into sub-components and then assesses the costs, benefits and risks of various options prior to selecting a particular approach.

Initiative

Recognizes opportunities and initiates actions to capitalize on them. Looks for new and productive ways to make an impact. Demonstrates this characteristic when it comes to generating new ideas or processes, capitalizing on new business opportunities, seeking out and taking on increasing responsibility or resolving problems as they occur. Uses sound judgement about when to take action and when to seek guidance or permission.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Bachelor's degree in Business required. Master's degree in Business Administration ore related field preferred.
- Ten or more years of experience in health plan financial management, with significant experience as a health plan CFO preferred.
- Medicaid managed care plan experience preferred.

Licenses, Registrations or Certifications:

- CPA preferred.

Passport Health Plan

Position Title:	Community Health Worker	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

Community Health Workers are an integral part of the Care Management Team focused on providing an integrated approach to enrollee support, management, and access to community resources. Community Health Workers are an extension of the clinical care team under the guidance of the Care Advisor. Community Health Workers provide in-person, telephonic and electronic communications and coordination. They are responsible for helping enrollees and their caregivers navigate and access health plan and community services and resources, and adopt healthy behaviors.

Essential Functions:

- Conduct initial outreach calls to encourage enrollees and care givers to participate in care management programs and health plan services.
- Convey the purposes and services of a program and the impact that program or service would have on the enrollee and caregiver(s).
- Interact with enrollees in their homes, neighborhoods, and communities as necessary, to identify and resolve barriers to receiving recommended health services, adhering to treatment recommendations made by providers, and becoming effective managers of their health.
- Support Care Advisor and Care Management Team with providing in-person assistance with self-care/self-management needs to enrollees.
- As needed: schedule provider visits on behalf of enrollees, accompany enrollees to visits, ensure access to other community and government-based services.
- Guide and teach care givers about symptom response plans.
- Act as an advocate and liaison between the enrollee/caregiver(s) and community service agencies (i.e. schools, Department for Community Based Services, Homeless shelters, hospitals, support groups, etc.).
- Provide ongoing follow-up, basic motivational interviewing, and goal-setting with enrollees/caregivers.
- Along with other members of the team, conduct enrollee/caregiver screenings that include the medical, behavioral, and social needs of the enrollee to identify gaps in care and barriers to accessing resources critical to enrollees' wellbeing. Complete screening within specific timeframes and under the guidance of Nurse Care Advisor.
- Assist enrollee/caregiver(s) with establishing a medical home and providing instruction on the appropriate use of the medical home.
- Act as a contact point, advocate and resource for enrollees, their family and their providers, building effective relationships through trust, respect and communication.
- Document activities and results in accordance with the policies and procedures in place.
- Be fully accountable for the completion of work within established timeframes and for achieving the goals established for the enrollee/family.
- Ensure that all services are offered in a culturally and linguistically appropriate manner.
- Ensure that all needed accommodations are consistently made for members with disabilities.
- Maximize the use of care management tools and technology to ensure that work is comprehensive, detailed, automated and streamlined to the extent possible. Make recommendations to change workflows to enhance the ease of use, practicality and effectiveness of the tools and processes.
- Use information about data trends for self-directed learning and performance improvement.
- Continuously expand knowledge and understanding of community resources, services and programs provided.
- Identify and apply appropriate role definition and skilled boundaries.
- Maintain enrollee/caregiver's right to privacy and protect the Care Management Operations and the Company by keeping information confidential.
- Adhere to quality, compliance and regulatory standards to achieve desired outcomes.
- Other duties as assigned.

Passport Health Plan

Position Title:	Community Health Worker	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner.

Passport Health Plan

Position Title:	Community Health Worker	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- High School Diploma/GED or equivalent
- Experience working with Medicare, Medicaid, or Special Needs populations in a community setting.
- Proficient with Microsoft Office.
- Must have excellent organizational, written and oral communication skills and time management skills.
- Must have the ability to positively interact with individuals of varying levels of education and background.
- Ability to travel up to 75% and work flexible schedule if business need requires; may need to work evenings/ occasional weekends to provide enrollee/caregiver access and/ or follow up.
- Ability to work with minimal supervision.
- Valid driver's license. Reliable transportation and active automobile insurance as travel to multiple locations is required.

Finishing Touches (Preferred):

- Experience as a Community Health Worker, Engagement Specialist, or Medical Assistant Certification.
- Previous Medicaid Managed Care Experience.
- Demonstrated success in working as part of a multi-disciplinary team including communicating and working with Physicians, Registered Nurses, Social Workers and Health Educators.
- Bilingual, fluency in a non-English language a plus.
- Strong work ethic built on a foundation of proactivity and teamwork.
- Ability to navigate ambiguity with the aid of structured problem-solving techniques.
- Committed to the practice of inquiry and listening.

Passport Health Plan

Position Title:	Community Health Worker	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

- Possess high energy, a strong work ethic, integrity, kind and empathetic, have a sense of humor, and enjoy working for a collaborative, team-oriented system

Licenses, Registrations or Certifications:

- N/A

Passport Health Plan

Position Title:	Dental Director	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

The Dental Director will lead the clinical oversight for all aspects of the dental program including plan design, review of new methodologies, and appropriateness of care. The Dental Director shall be actively involved in all Kentucky SKY oral health programs and devote sufficient time to ensuring timely oral health decisions.

Essential Functions:

- The Dental Director must be available during normal business hours for Utilization Review decisions as well as after-hours consultation, if needed.
- Represent Avēsis regarding clinical issues, Utilization Review, and quality of care inquiries.
- Review policies and procedures, guidelines, and clinical protocols relative to the dental program.
- Work closely with the Avēsis National Dental Director and other dental staff regarding quality of care issues, practice deficiencies, appeals or other matters relative to the dental program.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Passport Health Plan

Position Title:	Dental Director	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Bachelor's degree required.
- DDS or DMD required.
- Completion of credentialing process following NCQA guidelines required.
- Minimum of 10 years of experience required.

Licenses, Registrations or Certifications:

- Must be licensed in the Commonwealth of Kentucky.

Passport Health Plan			
Position Title:	Manager, Enrollee Services	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

This position is responsible for Enrollee Services and tracking and reporting on issues and problem resolution for Kentucky SKY Enrollees. Also, implementing new procedures within the department, keeping up to date on Medicaid and Medicare changes within the state, investigating issues for the Director and troubleshooting issues.

Essential Functions:

- Manage the operational and fiscal activities of the department to include: staffing levels, budgets, key performance indicators and financial goals.
- Plan and develop procedures to improve the operating quality and efficiency of the department.
- Analyze and document business processes and problems. Develop solutions to enhance efficiencies.
- Coordinate and implement solutions from process analysis and general department projects.
- Direct staff in the development, analysis, and preparation of reports.
- Assist the Supervisor in coaching and providing career development advice to staff.
- Assist the Supervisor in employee goals and conduct employee performance reviews.
- Assist staff to resolve complex or out of policy operation problems.
- Responsible for meeting department productivity and quality goals.
- Communicate with Supervisor and Director on Department operations.
- Complete human resource paperwork.
- Responsible for assuring NCQA standards are met.
- Participant in after hour's meetings QMAC.
- Budgetary Responsibility – Develop and maintain department budget. Seek opportunities to contain costs appropriately.
- Analyze data to make sound, logical and timely decisions. Establish priorities and sets long and short-term goals.
- Design, develop and implement projects to address financial, quality and service improvements.
- Analyze existing and potential workflows, processes, supporting systems and procedures and identify improvements.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

Passport Health Plan			
Position Title:	Manager, Enrollee Services	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Passport Health Plan			
Position Title:	Manager, Enrollee Services	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Qualifications/Requirements:

Education, Training and Experience:

- Bachelor's degree preferred.
- Minimum of 6-8 years in customer services preferred.
- 3-5 years of experience in a supervisor position preferred.
- 3-5 years of managed Medicaid experience preferred.
- 3-5 years of experience as a Manager Customer Service or comparable experience preferred.
- Proficient experience using Outlook, Word, Excel and PowerPoint in a Windows operating system.
- Maintains current knowledge of and applies all applicable NCQA, licensing, regulatory and industry standards.
- Keeps abreast of current industry trends.

Passport Health Plan

Position Title:	Executive Director, Kentucky SKY	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

An Executive Administrator or Executive Director who shall be a full-time administrator with clear authority over the implementation and general administration of the Kentucky SKY requirements detailed in the Contract.

Essential Functions:

- Ensure that the program meets all local, state, and federal legal requirements for the conduct of business and affairs
- Responsible for ensuring that the program operates within the established Bylaws and Operating Agreement
- Serves as a liaison for the program to the community
- Serves as Kentucky SKY spokesperson to the community and media when necessary to sustain a public awareness of the program
- Ensure regular communication to members and attend/participate in WKCC provider, Committee and Board meetings
- Where applicable, provides an atmosphere of support to employees while providing direction and annual written evaluations of performance relating to job descriptions and follows employment policies
- Reviews and presents the annual budget (in conjunction with the Finance Committee) and maintains current books and accounts of the Kentucky SKY program
- Evaluates and recommends new products, programs, and services which may be of value to our members as well as monitoring current programs
- Supports the recruitment, retention, training, and performance of employees and contractors
- Remain informed about political, government, insurance, and local practice developments and trends which might affect the program
- Facilitate strategic and financial management of the program
- Oversees improvement activities and helps drive outcomes for the program's population
- Supports a culture of compliance and professionalism
- Helps lead and support program's negotiations, opportunity analysis and contracting
- Evaluate, analyze, and establish appropriate legal structure
- In conjunction with legal and compliance, assess impact of and monitor regulatory and legislative environment

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity,

Passport Health Plan

Position Title:	Executive Director	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Passport Health Plan

Position Title:	Executive Director	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Minimum BA/BS in Business, Health Administration or Management (MBA or MHA preferred) with 10-15 years of progressive healthcare leadership experience
- Ability to influence, collaborate, and build strong relationships with executives, physicians, vendors, and cross-functional teams
- Experience leading value-based payment structures and/or alternative payment models

Passport Health Plan

Position Title:	Inquiry Coordinator	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

This position will have ombudsman-like responsibilities for Kentucky SKY Enrollees, Foster Parents, Adoptive Parents, relatives, Fictive Kin, Caregivers, and Providers, as needed. This role will work closely with the enrollee, caregiver and providers to assist enrollee with obtaining care throughout the continuum of enrollment. This roll will also act as an advocate for the enrollee when interacting with various entities whether internal or external.

Principal Accountabilities:

- Respond to member communications within CMS, DMS and HIPAA required timeframes, work with the enrollee and caregivers to understand available services, assist with understanding of Plan processes and benefits to include but not limited to the grievance and appeals process. Investigate and analyze all aspects of any member contact. Assesses and determine appropriateness of escalation to internal staff as needed.
- Act as a resource for the member; coordinate and support efforts with various internal departments as well as external entities.
- Work with enrollee, caregiver, along with Care Management department, the Medical Directors and the enrollee's provider on obtaining necessary care and services
- In supporting Kentucky SKY Enrollees and their representatives, the inquiry coordinator will
 - Make independent decisions in a timely manner and provide reporting to the Department, DCBS, and DJJ on inquiries and complaints made by or on behalf of Kentucky SKY Enrollees and Providers.
 - Inform Kentucky SKY Enrollees, Foster Parents, Adoptive Parents, relatives, Fictive Kin, Caregivers, and Network Providers of the protocols for submitting Grievances and Appeals.
- Use the Complaints and Appeals reporting tool to track complaint or appeal turn-around times, outcomes, external review statistics, etc. for reporting to DMS, DCBS and DJJ as required

Government Programs business responsibilities:

- Understand the concepts, features, benefits, disclosures and regulatory provisions of government health insurance programs.
- Work with KY SKY enrollees, caregivers and providers to provide information about Plan process to include but not limited to the grievance and appeal processes
- To analyze and determine if enrollee may need additional outreach, inventions in obtaining appropriate care.

Other Departmental support:

- Coordinate the Office of Patient Protection and Self-Funded Independent Review Entity external review process: including prepare the external review file; arrange for payment; as well as serve as the primary contact for the external review agency.
- Assist with any external audit reviews.
- Assist with other responsibilities as assigned.

Key Competencies/Success Factors:

- Lives the values: Integrity, Community, Collaboration and Stewardship, as defined in the performance appraisal.
- Demonstrated listening and customer service skills.
- Excellent verbal and written communication skills.
- Very good problem resolution skills.
- Solid interpersonal and negotiation skills.

Passport Health Plan

Position Title:	Inquiry Coordinator	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

- Demonstrate priority setting and time management skills.
- Multi-tasking and detail oriented skills.
- PC skills – preferably with the Microsoft suite of products.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- The position requires that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education and Training:

- Associates degree required.
- 4+ years of progressively responsible customer service experience within the managed care insurance industry preferably within a call center environment; or an equivalent combination of education and experience required.
- Experience with Foster Care, Guardianship, Medicare and/or Medicaid products, benefit, guidelines and policies required.

Passport Health Plan

Position Title:	Management Information Systems Director and Chief Information Officer	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

This position is responsible for providing leadership, vision, and management to the technology and analytics team. The focus of this role is to map technology, reporting and data science capabilities to strategic priorities, serve as the executive sponsor for technology process innovation, develop and administer the technology and analytics project portfolio, measure new efficiencies and ROI, and to replace manual processes with technology to drive both cost savings and revenue generation.

Essential Functions:

- Provides leadership, vision, and management to the technology and analytics team
- Map technology, reporting and data science capabilities to strategic priorities.
- Serve as the executive sponsor for technology process innovation.
- Develop and administer the technology and analytics project portfolio.
- Measure new efficiencies and ROI. Replacing manual processes with technology drives both cost savings and revenue generation.
- Be the “executive intermediary” during delivery. This often means enlisting involvement from other executives, re-establishing priorities, acting as a coach, or serving as tiebreaker during the rollout of technology capabilities.
- Effectively works with all internal and external business customers in a collaborative and supportive fashion.
- Ensures network infrastructure in place and functional to support business operations.
- Ensures appropriate information security procedures are in place to maintain secure information and resources.
- Develops, reviews, and certifies all back-up and disaster recovery procedures and plans.
- Ensures continuous delivery of IT services through oversight of service level agreements with end users/departments and monitoring of IT systems performance.
- Provides the study, creation, and implementation of Business Intelligence and Analytics to improve insight and understanding of health plan performance and opportunities for improvement.
- Establishes IT department goals, objectives, operating procedures, and service level agreements (SLAs) consistent with the strategic plan including Mission, Vision, and Values.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport’s internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport’s Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Passport Health Plan

Position Title:	Management Information Systems Director and Chief Information Officer	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

Strategic Thinking

Can analyze organizational strengths and weaknesses and then combine these with knowledge of the industry, market and organization to develop long-term strategy.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Passport Health Plan

Position Title:	Management Information Systems Director and Chief Information Officer	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Qualifications/Requirements:

Education, Training and Experience:

- Master's degree preferred.
- Minimum of 7 years progressive healthcare and/or IT project management experience.
- At least six (6) years directing, managing and leading an Information Technology team.
- 5-7 years of experience as a Director of Information Technology or comparable experience preferred.

Passport Health Plan

Position Title:	Utilization Management Manager	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

This position is responsible for oversight of the Utilization Management functions for the Kentucky SKY program and any Subcontractors performing services relevant to Utilization Management. This position is responsible for the coordination and efficient utilization of health care resources for the provision of quality care for Kentucky SKY members. This position will be responsible for oversight of a team of clinical who will conduct utilization management services for a Medicaid population, including prior authorization and concurrent review. The ultimate goal is to provide the right services in the right setting at the right time, within the parameters established by the various Medicaid managed care programs.

Essential Functions:

- Maintains appropriate staffing ratios and team assignments based on volumes.
- Monitors implementation and ongoing use of clinical review criteria in conjunction with the Director, Medical Management.
- Develops and maintains quality and performance standards for all aspects of the medical management program as demonstrated by compliance with Federal, State and accreditation requirements.
- Evaluates quality audit results to identify trends and possible educational opportunities for the Utilization Management Department.
- Collaborates with the Medical Director to develop action plans to address areas needing improvement.
- Uses data to provide regular monitoring and analysis of utilization management activities to identify departmental opportunities for process improvement and improved workflow efficiencies.
- Participates in discussions with the clients regarding outcomes and actions taken to improve the utilization management program
- Develops utilization management policies and procedures
- In conjunction with other utilization management leadership and the Talent partner, makes staff hiring and termination decisions.
- Establishes and monitors the departmental onboarding process for new utilization management staff.
- Other duties, responsibilities and activities may change or be assigned at any time with or without notice
- Some local and regional travel may be required.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting

Passport Health Plan

Position Title:	Utilization Management Manager	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are

Passport Health Plan

Position Title:	Utilization Management Manager	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

moderately quiet.

- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Bachelor's Degree required; Master's Degree preferred
- Minimum of three years of direct clinical patient care
- Minimum of three years of experience with medical management activities in a managed care environment
- Minimum of three years of personnel management experience, preferably in a health care setting
- Proven leadership qualities including ability to train, motivate, manage, and supervise a staff of professionals.
- Knowledge of managed care principles, HMO and Risk Contracting arrangements.
- Knowledge of Medicaid guidelines and standards
- Experience with clinical decision-making criteria sets (i.e. Milliman, InterQual)
- Ability to perform trending, forecasting and analysis of utilization management data and development of action plans to identify opportunities for improvement.
- Experience with Microsoft Office Suite, spreadsheet experience a plus.
- Strong interpersonal, oral and written communication skills.
- Experience in Behavioral Health Services
- Foster Care and Juvenile Justice Systems
- Crisis Intervention Services
- Trauma-informed Care

Licenses, Registrations or Certifications:

- Licensed registered nurse (active and unrestricted)

Passport Health Plan

Position Title:	Medical Director	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

The Medical Director shall be a physician licensed and in good standing to practice in the Commonwealth of Kentucky. The Medical Director shall be a pediatrician certified by the American Board of Pediatrics. The Medical Director shall be actively involved in all major health programs of the Kentucky SKY Contractor. All clinical directors, including those employed by Subcontractors, shall report to the Medical Director for all responsibilities of the Kentucky SKY Contract. The Medical Director shall also be responsible for treatment policies, protocols, Quality Improvement activities, Population Health Management activities, and Utilization Management decisions related to the Kentucky SKY program and devote sufficient time to ensure timely clinical decisions. The Medical Director shall also be available for after-hours consultation, if needed.

Essential Functions:

- Oversees Utilization Management decisions
- Oversees Clinical Management Department to ensure level of care criteria is being met.
- Provides supervision to all Physician Advisors and training regarding clinical care.
- In conjunction with the other clinical management, develops clinical trainings and education to all clinicians to assure solid clinical judgment is being taught and used.
- Leads and participates in clinical rounds to highlight best practice and improvements.
- Oversees NCQA accreditation process
- Facilitates and reviews all Clinical Policies and Procedures
- Participates in Provider Advisory Council, UM Committee, Credentialing Committee and other internal or external bodies as needed.
- Participates in Executive Council.
- Provides clinical input to senior management team regarding UM decisions and plans for the future
- Leads and assists in provider trainings
- Develops affiliation with local and national academic communities to develop research opportunities.
- Represents Beacon at local and national conferences
- Other duties assigned

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Passport Health Plan

Position Title:	Medical Director	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.

Passport Health Plan

Position Title:	Medical Director	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Licensed pediatrician in Kentucky
- Minimum six years' experience in pediatrics

Licenses, Registrations or Certifications:

- Certified by the American Board of Pediatrics

Passport Health Plan

Position Title:	Nurse Care Manager – Medically Complex Children	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

This position is responsible for triaging and care managing of medically complex Kentucky SKY members, as well as any other high risk members assigned. Responsible for working as a liaison between Passport Health Plan, DCBS, and the provider community to improve member outcomes by expediting access for members to clinically appropriate services; performing telephonic or in-person outreach to members to assist in identifying needs and barriers ; complete comprehensive assessments and care plans; and increase member and provider understanding and utilization of the Passport Health Plan continuum of care.

Essential Functions:

- Carry a caseload in accordance with contract requirements and projections.
- Coordinate service delivery ensuring continuity of care.
- Be knowledgeable about in and out of plan benefits.
- Assist members in accessing care by educating providers and members.
- Obtain signed releases of information from members via on site, face-to-face collaboration with providers and members.
- Identify individual limitations, deficits, and strengths and aggressively attempt to provide patients with what they need in relation to medical, behavioral and social needs.
- Help reduce the negative consequences to the individual when there is a lack of follow up and participation in treatment.
- Educate providers about Passport Health Plan's Case Management program inclusive of the referral process.
- Collaborate with hospital liaisons at the local Community Mental Health Centers and Emergency Service Teams to assist in expedited linkage to diversionary levels of care for members.
- Attend/participate in acute care discharge planning meetings, as appropriate.
- Participate in daily rounds, when applicable.
- Participate in monthly meetings with Manager of Clinical Operations and/or team lead to discuss feedback from providers/members regarding the continuum of care. Additionally, assist in identifying gaps in covered services.
- Coordinate referrals to Medical Management Case Management, as appropriate, and assist with identification of and outreach to medically compromised members.
- Assist in the collection of outcomes information, annual analysis, and other reporting and initiatives.
- Hires, trains and directs care management staff.
- Develops operational policies and procedures that integrate the work of all positions within the care management organization, and ensures that they are known and followed.
- Understands, monitors and drives tangible improved care management team performance on caseloads, engagement rates, outcomes, quality, population health, productivity and financial measures.
- Contributes to the ongoing improvement and development of technology platform, helping to drive efficacy and functionality for users.
- Works with the reporting team to develop a suite of reports for managing care team productivity and performance.
- Assures that standards of practice and policies are in compliance with the NCQA and other regulatory guidelines and standards.
- Other duties assigned

Passport Health Plan

Position Title:	Nurse Care Manager – Medically Complex Children	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

Passport Health Plan

Position Title:	Nurse Care Manager – Medically Complex Children	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Three to five years of supervisory or management experience overseeing care management and/or specialty population operations.
- Sophisticated knowledge of clinical operations and specialty populations in managed care, including care management policies, disease state and population management and members' rights and responsibilities, and the ability to quickly understand and assess the practices of client organizations.
- Desire for and capability to drive toward and achieve a high standard of quality and results.
- Entrepreneurial mindset geared toward the creation, execution and continuous improvement of a new care management model from the ground up.
- Intellectual curiosity and an ability to view old problems with a fresh perspective.
- Ability to understand the workflow of the multiple components of the company and client, and to create and implement integrated policies, procedures and creative solutions.
- Excellent written, computer, and oral communication skills.
- Case Managers are required to be educated in current principles, procedures and knowledge domains of case management based on nationally recognized standards of case management.

Licenses, Registrations or Certifications:

- Active license as Registered Nurse or LCSW or Behavioral Health Clinician, as required by state. Re-verification to occur in accordance with state licensure standards.
- Certification as a Case Manager is preferred.

Passport Health Plan

Position Title:	Nurse Case Manager aka RN Care Advisor	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

Under the supervision of the Manager of Care Management, the Care Advisor identifies, assesses, plans, coordinates and implements appropriate cost-effective healthcare services for Kentucky SKY members with complex and/or intensive needs. These members may be at increased risk for chronic physical, developmental, behavioral, or emotional conditions and require health and related services of a type or amount beyond that required by other members generally. The goal of the Care Advisor is to facilitate an optimal outcome for the member through collaborating with the member, legal guardian, physician, family and other members of the care team.

Essential Functions:

- This RN Care Advisor will connect with the members in person, on the phone, and/or embedded (on site) in the physician offices. The RN CA will provide face to-face interaction with patients and their care team when appropriate to improve patient care.
- Along with other members of the Kentucky SKY team, conduct comprehensive assessments that include the medical, behavioral, pharmaceutical and social needs of the patient, identify gaps in care and barriers to attaining improved health.
- Based on this assessment, and in conjunction with the member, the member's physician and other members of the care team, create and implement a care plan that will address the identified needs, remove the barriers and improve the health of the patient.
- Coordinate care by serving as the contact point, advocate and resource for the member, their family and their physician, building effective relationships through trust, respect and communication.
- In close collaboration with the patient, primary care provider and care team, continually assesses the member's and caregiver's knowledge of the member's clinical condition(s) and provide education and self-management support based on the patient's unique learning style.
- Measure, improve and maintain quality outcomes (clinical, financial, and functional) for individual patients and the population served.
- Maintain a current knowledge base with regards to rules, regulations, policies, and procedures relating to Medical Management. Regularly reviews and monitors compliance with the Health Plan's policies and procedures.
- Adheres to DMS, state, and federal regulations.
- Promptly makes recommendations to ensure compliance with rules, regulations, policies, and procedures.
- Assists with developing and updating policies and procedures, as needed or requested.
- Serves as a resource for internal and external customers regarding appropriate and alternative delivery settings, systems, and interventions.
- Participates with outside agencies and community groups, as requested, with regards to program goals and improved member health outcomes.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels.

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to):

Passport Health Plan

Position Title:	Nurse Case Manager aka RN Care Advisor	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Passport Health Plan

Position Title:	Nurse Case Manager aka RN Care Advisor	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Associates Degree in Nursing, Required
- 3-5 years of nursing experience, preferably in-home health, ambulatory care, community public health, case management, coordinating care across multiple settings and with multiple providers, Required
- Current KY Registered Nurse license Required
- CCMC (Commission for Case Manager Certification) or ability to sit for the exam, within 24 months of employment Required
- Knowledge and experience teaching self-management preferred
- Fluency in a foreign language preferred
- Experience with electronic health records preferred

Licenses, Registrations or Certifications:

- Unrestricted license to practice nursing in the state of KY Required
- Current KY Registered Nurse license Required
- Bachelor's Degree in Nursing preferred

Passport Health Plan

Position Title:	Family or Youth Peer Support Specialist	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

This position will serve as a family or youth peer support specialist for the Kentucky SKY population. This position will be located either in a Passport office or other regional or community offices in Kentucky. This person will use “lived experience” to assist members and their caregivers in accessing and navigating the care system. They will act as advocates as appropriate and promote member’s confidence in their own self-advocacy. A key role will be to promote an understanding of youth and/or family perspectives throughout the operation of the Kentucky SKY program internal to Passport and also externally among providers and community resources.

Essential Functions:

- Provides education and resources as it relates to the Plan, Medicaid, Affordable Care Act and the KY Health 1115 Waiver and assumes the role as an advocate for those consumers that need assistance as it relates to benefits, eligibility and enrollment.
- Participate in work groups with DCBS or DJJ enrollees, former foster youth, and peer specialists to identify opportunities for improving the aging out services.
- Participates in local, regional and or statewide events as necessary to promote the Plan.
- Serves as subject matter expert as it relates to youth and/or family perspective.
- Foster relationships with advocates, members and community leaders through various means of communication.
- Identify businesses located in communities to provide educational and outreach materials as appropriate.
- Assists Care Coordination Team s in making outbound calls to members, advocates, service providers to support coordination of care for enrollees.
- Provides resources to those members in the communities we serve through use of Healthify database, as well as coordinates with our clinical staff to enhance programs to support improved health outcomes.
- Promote the Plan’s clinical programs to eligible members.
- Utilizes Language Line and the Telecommunications Digital Devise (TDD) when necessary to service non-English speaking or hearing-impaired members.
- Functions as a liaison to the IT and Facilities departments of the corporate office and escalates issues to appropriate personnel.
- Performs all other duties as assigned.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport’s internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport’s Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Passport Health Plan

Position Title:	Family Peer Support Specialist	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

Initiative

Recognizes opportunities and initiates actions to capitalize on them. Looks for new and productive ways to make an impact. Demonstrates this characteristic when it comes to generating new ideas or processes, capitalizing on new business opportunities, seeking out and taking on increasing responsibility or resolving problems as they occur. Uses sound judgement about when to take action and when to seek guidance or permission.

Relationship Building/Networking

Builds rapport and develops alliances with a broad range of people. Adjusts communication style to meet the needs of individuals at various organizational levels and to meet the needs of clients. Forms alliances by demonstrating concern and respect for others, as well as by highlighting common interests and aspirations. Leaves others feeling that he/she will be a trusted ally and is careful to act in ways that reinforce that trust over time.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position may require a combination of home or office-based work, as well as working at offsite locations in order to complete PHP business. The ability to attend meetings at homes, provider offices, and other locations within the community will require access to reliable transportation.
- The associate may be exposed to outside weather conditions during these commutes.

Passport Health Plan

Position Title:	Family Peer Support Specialist	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Qualifications/Requirements:

Education and Training:

- Be eighteen (18) years of age or older
- For a family peer support specialist, be a self-identified parent or other family member who has lived experience with a client who has received services related to a mental health, substance use, or co-occurring mental health and substance use disability from at least one (1) child serving or for a youth peer support specialist, have lived experience and be receiving or have received from at least one (1) child-serving agency a state-funded service that is related to the youth's emotional, social, behavioral, or substance abuse disability.
- Have a minimum educational requirement of a high school diploma or General Equivalency Diploma (GED) certificate

For Family Peer Support Only

- Have successfully completed a KFLA training approved by the department
- Successfully complete a KFPSS core competency training approved by the department
- Successfully complete, maintain, and submit to the department documentation of a minimum of six (6) hours of related training or education in each subsequent year

For Youth Peer Support Only

- Have successfully completed the KFLA training approved by the department including discussion of the experience of receiving state-funded services from at least one (1) child-serving agency on the applicant's responses on the short-essay form
- Demonstrate experience with leadership and advocacy in the field of behavioral health;
- Demonstrate the applicant's own efforts at self-directed leadership development.

Licenses, Registrations or Certifications:

- Must have a valid driver's license.
- Active Kentucky health insurance license or must successfully obtain within 90 days of employment.

Passport Health Plan

Position Title:	Pharmacy Director, KY	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

This position will function as the delegated Director of Pharmacy for client health plans including Medicaid and Medicare (including SNP plans) for all Kentucky SKY enrollees. The Pharmacy Director, KY will provide pharmacy subject matter expertise during the start-phase (e.g., Ongoing Medicaid operations, interactions with the State as well as Medicare Advantage application & submission process, state-regulatory application process for Commercial health plans) of client health plan operations. Pharmacy Director shall coordinate, manage and oversee the provision of pharmacy services to Kentucky SKY enrollees. As a member of the pharmacy services leadership team, the Director will also cross collaborate with PBM Operations and Clinical Product Development to build and lead a highly effective, integrated pharmacy services platform.

Essential Functions:

- Create and enhance State-specific programs such as lock-in, provider outreach, and quantify the value of those initiatives.
- Collaboratively participate in development & maintenance of the Drug Formulary(s) with PBM Operations and our key business partners.
- Oversee (and participate as needed) in client-specific communications process to ensure effective change management.
- Establish and maintain effective, collaborative working relationships with PBM Operations, our key business partners, the Market Leadership, and contracted vendors.
- Be the main account management point of contact between the client and organizational teams.
- Ensure management of pharmacy department activity with emphasis on the quality of care, accessibility, financial impact and regulatory compliance.
- Develop initiatives to identify, track and monitor pharmacy utilization and opportunities for cost savings, trend management, and/or quality improvement.
- Provide joint oversight for pharmacy analytics and modeling assure best in class trend management, clinical outcome achievement, and client service support.
- Contribute to the design, execution and leadership of a comprehensive specialty pharmacy strategy.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Passport Health Plan

Position Title:	Pharmacy Director, KY	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Passport Health Plan

Position Title:	Pharmacy Director, KY	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Qualifications/Requirements:

Education, Training and Experience:

- Pharmacy degree required; either BS Pharmacy or Pharm D.
- 5-10 years of Medicaid experience.
- 3+ years of PBM account management experience.
- Pharmacy benefit & pharmacy health plan operations experience including area such as health plan pharmacy leadership, clinical utilization management, and/or benefit consulting.
- Advanced "business" degree (e.g., MBA, MHA) preferred.
- 2+ years as health plan pharmacy director or PBM clinical operations leadership experience preferred.
- 2+ years Medicare Advantage health plan pharmacy experience preferred.
- Start-up experience with Medicare Advantage, Medicaid and/or Commercial plans preferred.
- Knowledge of polypharmacy patterns related to the Kentucky SKY populations required.

Licenses, Registrations or Certifications:

- Active Pharmacy License in the Commonwealth of Kentucky required.

Passport Health Plan

Position Title:	Director Population Health Management	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

The Clinical Network Performance division of Clinical Operations and Network department focuses on developing network capabilities, governance structures and TME/cost savings strategies that are then implemented and established at our partner markets. Our division will be working to build a step-wise process for helping our partners create network performance impacts across their specialty and primary care networks of physicians. In parallel to the development of our products and strategy, our division will work to create an aligned group of Population Health Managers that will operationalize these products across our markets. This role will also interact closely with the Clinical Delivery team as a liaison between strategy/product development, early implementation and ongoing operations through the PHM delivery model.

Essential Functions:

As a Director in this role, you will lead both the strategy/product development. A high-level overview of responsibilities is included below:

- Lead product development for CNP PHM NSSM models. Including addendum that supports specific roles and responsibilities that provide standardization and role consistency.
- Facilitate the development of metrics to identify return on investment and return on value opportunities that clearly delineates the value of PHM roles.
- Lead monthly NSSM PHM meetings across markets to share best practice and drive role definition and improvements.
- Facilitate and co-lead annual PHM education and training seminar by bringing in guest speakers to build on skill development for all PHMs.
- Conduct site visits at every market where PHMs are staffed.
- Perform PHM hiring support to all markets by working closely with HR to screen candidates and conduct screening interviews. Working closely with market leadership to find the best candidates for their operational needs.
- onboarding for all new PHM hires, including shadowing and on-line learning modules.
- Work with market leadership to implement a LEAP 2.0 program to support education and training for practices and providers.
- Lead PHM Sub-Committee to develop ongoing content and requirements for the evolving role.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

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Passport Health Plan

Position Title:	Director Population Health Management	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Passport Health Plan

Position Title:	Director Population Health Management	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Bachelor's degree required.
- Master's degree is public health, public policy health administration, or other related healthcare field preferred.
- 3-5 years of experience in healthcare change management/process improvement, outpatient-focused operations or other relevant experience required.
- Strong ability to analyze and evaluate relevant data and apply it to diverse market needs related to savings initiatives and TME reduction.
- Ability to develop contextually rich and visually compelling presentations to communicate complex concepts related to PHM roles.
- Ideal candidate will possess strong orientation toward value-based care principles and the health policy landscape and will be hypothesis driven, to identify trends, predict issues, highlight critical areas, and develop corrective action plans.
- Proficient in Excel, Microsoft PowerPoint and Visio.

Licenses, Registrations or Certifications:

- Process improvement/change management training and certification (i.e. LEAN or Six Sigma) preferred.

Passport Health Plan

Position Title:	Prior Authorization / Pre-Certification Coordinator	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

A Prior Authorization/Pre-Certification Coordinator who shall be a health professional licensed in the Commonwealth of Kentucky and experienced in the delivery of Behavioral Health Services. This position shall be responsible for coordinating Prior Authorizations and Pre-certifications and convening meetings with DCBS and DJJ professionals at the Service Region and Community District level, as needed, to ensure appropriate and timely care for Kentucky SKY Enrollees.

Essential Functions:

- Performs telephonic care review and authorization determinations for prospective, concurrent and discharge review with psychiatric and substance use treatment facilities as assigned
- Determines appropriate level of care related to mental health and substance use treatment for members based on Beacon medical necessity level of care criteria
- Consults with Beacon Physician Advisors (PA) when requests for services do not meet medical necessity criteria
- Interacts with Physician Advisors to discuss clinical/authorization questions, alternative treatment options and concerns regarding specific cases
- Provides information to members and providers regarding mental health and substance use benefits and community treatment resources
- Provides telephone triage and crisis intervention to callers and, when necessary, assists with ensuring members have access to local services and resources
- Identifies and refers high risk members to care management.
- Recognizes quality of care issues and reports them appropriately through internal and external processes.
- Interacts with providers and facilities in a professional, respectful manner
- Complies with all Beacon policy guidelines, external regulatory requirements and URAC/NCQA accreditation standards.
- Demonstrates thorough understanding of product lines and benefit structure for all contracts assigned
- Participates in clinical rounds
- Assists with NCQA, URAC and other QI initiatives
- Other duties assigned

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting

Passport Health Plan

Position Title:	Prior Authorization / Pre-Certification Coordinator	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.

Passport Health Plan

Position Title:	Prior Authorization / Pre-Certification Coordinator	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Experience in Behavioral Health Services and Managed Care experience.
- Demonstrated experience establishing relationships and effectively engaging with members and providers through telephonic communication to obtain necessary information and facilitate care in multiple settings.
- Demonstrated work experience to influence and negotiate to effectively manage patient care and health care outcomes.
- Demonstrated work experience meeting strict deadlines and established cycle times through effective prioritization and follow-up skills.

Finishing Touches (Preferred):

- Managed care and state specific expertise and knowledge of community resources experience preferred.

Licenses, Registrations or Certifications:

- Licensed KY health professional

Passport Health Plan

Position Title:	Project Manager for Kentucky SKY Program Planning & Implementation	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

This position is for an experienced project manager who shall lead the Kentucky SKY program planning and implementation and facilitate ongoing operations. This position is responsible for coordinating technical projects with the business that support the organization's and MCOE partner's short term and long-term strategic goals and organization wide project management activities.

This position will facilitate ongoing operations of the Kentucky SKY Program until the Department of Medicaid Services and Passport Health Plan mutually agree to discontinue the project management services. This position must be located onsite at our Passport Health Plan office and travel to Frankfort, KY will be required.

Essential Functions:

- Ability to support the MCOE Partner Delivery team in multiple projects.
- Accountable for the creation and management of multiple new project plans during an implementation and/or ongoing operational effort
- Collaborate with the other project managers during an implementation to create a single program plan across all workstreams
- Support client discussions and meetings during implementation and ongoing operational activities.
- Skilled in project management practices and tools
- Adept at guiding delivery efforts across a cross-matrixed team
- Define project scope, goals, timelines, milestones and deliverables as well as provide continued program oversight and tracking
- Own the necessary delivery documents, including but not limited to project plans, issues and action logs, status reporting, and risk mitigation.
- Drive day-to-day project and program execution; report status, manage risks and issues; track milestones and deliverables
- Facilitate the identification of project impacts across all business areas
- Performs other duties and projects as assigned.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

Passport Health Plan

Position Title:	Project Manager for Kentucky SKY Program Planning & Implementation	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Passport Health Plan

Position Title:	Project Manager for Kentucky SKY Program Planning & Implementation	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Bachelor's degree in health care or business management related field preferred.
- Formal Process Improvement/Management Training preferred.
- 2-4 years of experience in healthcare delivery with clinical or service quality/process improvement preferred.
- 3-5 years of experience as a Project Manager or comparable experience preferred.
- Experience in technology-focused project management preferred.
- Experience with implementation of new programs

Licenses, Registrations or Certifications:

- Project Management Professional (PMP) project management certification
- Certified Associate in Project Management (CAPM) preferred.

Passport Health Plan

Position Title:	Director Provider Network Management	FLSA status:	Exempt
Department:	Provider Network Management	Salary Grade:	17
Supervisor's Title:	Chief Operating Officer	Revision Date:	05/24/2018

Position Summary:

This position shall be responsible for oversight of Provider Services and Provider Network Development. The Provider Network Director shall be responsible for ensuring access to and availability of Provider services to meet the needs of the Kentucky SKY program and for educating Network Providers on the Kentucky SKY program.

Essential Functions:

Strategic and Operational Leadership

- Sets and executes goals for self, departments, and staff.
- Leads team in strategic design development, implementation and ongoing improvement of network development and future expansion projects.
- Leads provider network development and relationship activities: including improving provider satisfaction, achieving operational excellence, delivery of administrative goals, achieving exceptional scores on NCQA review, maintaining full compliance with DMS and CMS contract requirements, initiatives pertaining to the provider committees, and strategic contract design for expansion activities.
- Designs, develops, implements and improves provider relations and programs to facilitate access to care for members and establishes mechanisms to assure the accessibility of primary care and behavioral health services.
- Formulates and maintains minimum five year contracting and provider program strategies. Considers both strategic and tactical aspects within development to achieve maximum outcomes in provider satisfaction and administrative efficiency. Supports the corporate medical management strategy and supports contracting strategies that factor into consideration medical cost savings based on MLR (medical loss ratios) and PMPM (per member per month) costs.
- Builds financial and operational business case for change in contracting strategy as appropriate and develops tools to assist PHP in timely and well thought decision making associated with change.
- Conducts ongoing analysis of membership to assure network adequacy to meet the members' cultural, linguistic, ethnic and race needs.
- Responsible for identification, development and implementation of rural provider strategy to assure accessibility to health care services and to achieve provider strategy as required by PHP as well as conducts ongoing analysis of network compliance with ratio of providers to members and develops recruitment and retention strategies address opportunities.
- Responsible for the analysis of provider reimbursement and for correct reimbursement to providers.
- Reviews and executes all provider contracts and amendments for physicians, hospitals and ancillary providers.
- Responsible for the coordination of all Passport Health Plan provider contracting and enrollment activities with the Medicaid Center of Excellence to ensure PHP objectives are achieved in a timely manner.

Communication

- Develops and creates internal and external communication, including: written and on-line communications to physicians, hospitals, and ancillary providers, provider administrative and billing manuals, and production of the quarterly provider newsletter.
- Represents PHP as the face of provider network management; developing and maintaining relationships to achieve successful partnerships.
- Plans and participates in physician committee meetings in consultation with medical staff. Communicates effectively with executive management of health plan on relevant issues.
- Responsible for all service and education visits to providers.
- Responsible for resolution of issues identified through provider satisfaction surveys and development of a proactive plan to increase satisfaction trends.

Passport Health Plan

Position Title:	Director Provider Network Management	FLSA status:	Exempt
Department:	Provider Network Management	Salary Grade:	17
Supervisor's Title:	Chief Operating Officer	Revision Date:	05/24/2018

- Responsible for identification and implementation of improved technology for providers.
- Ensures effective provider communication according to PHP policies and procedures and coordinates revision of policy statements with internal departments and external agencies.
- Assures effective Provider communication according to PHP policies and procedures and coordinates revision of policy statements with internal departments and external agencies.

People Leadership

- Performance Management – Develops specific and measurable performance standards for all direct reports. Holds self and others accountable to goals and standards of department and company.
- Employee Training & Development – Guides and encourages career development, conducts timely performance evaluations and provides open/ongoing constructive feedback to all direct reports.
- Leadership Skills – Leads by example: Sets an example of personal performance, which encourages excellence and integrity. Advocacy, Competence, Dignity, Stewardship, care of the Poor, Hospitality, Compassion and Diversity. Role models Mission and Values and promotes excellence in customer service through personal actions.

Financial Management

- Develops and oversees preparation of annual budget; including resource planning and staffing.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Passport Health Plan

Position Title:	Director Provider Network Management	FLSA status:	Exempt
Department:	Provider Network Management	Salary Grade:	17
Supervisor's Title:	Chief Operating Officer	Revision Date:	05/24/2018

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

Initiative

Recognizes opportunities and initiates actions to capitalize on them. Looks for new and productive ways to make an impact. Demonstrates this characteristic when it comes to generating new ideas or processes, capitalizing on new business opportunities, seeking out and taking on increasing responsibility or resolving problems as they occur. Uses sound judgement about when to take action and when to seek guidance or permission.

Organizational Awareness

Understands the internal climate of the organization, including the most productive channels of communication, and makes use of the appropriate communication channels to achieve goals and objectives. Has learned about both formal and informal communication channels and understands when to stick to the formal hierarchy of reporting relationships. Understands unwritten protocols and the political aspects of how communication takes place. Avoids errors in judgment when selecting strategies for accomplishing tasks.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- The position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Passport Health Plan

Position Title:	Director Provider Network Management	FLSA status:	Exempt
Department:	Provider Network Management	Salary Grade:	17
Supervisor's Title:	Chief Operating Officer	Revision Date:	05/24/2018

Position Qualifications/Requirements:

Education, Training and Experience:

- Bachelor's degree in business or health related discipline such as Healthcare Administration or Healthcare Management required.
- Master's Degree preferred.
- Minimum 10-12 years progressive experience in Business, preferably Healthcare.
- Minimum 7-10 years managing teams/project management.
- Minimum 6-8 years Managed Care experience, including Provider Contracting, and Provider Relations experience.
- Medicaid Managed Care experience preferred.
- Medicare experience preferred.
- HIPAA/Facets and NCQA experience preferred.

Licenses, Registrations or Certifications:

- N/A

Passport Health Plan

Position Title:	Provider Relations Liaison	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

The Provider Relations Liaison provides training, education and guidance to network providers within the Kentucky SKY service delivery area. This job is 70% field-based and requires access to personal transportation.

Essential Functions:

- Cultivate and maintain collaborative relationships with network providers.
- Ability to contract with PCP's, specialists, and ancillary providers with no language or rate negotiations.
- Conduct on-site visits. Tasks include orientation, training, and working with providers and staff to problem solve day-to-day issues and identify barriers.
- Introduce and familiarize providers on all aspects of the provider manual related to services, benefits and provider requirements; care coordination and authorization protocols; claims filing; and the web portal;
- Collaborate with network development to identify gaps in the network and access issues.
- Ensures contract SLA's are met on frequency of meetings with providers, after hours availability, panel requirements and EMR usage.
- Resolve network provider inquires timely through email, CRM, joint operating committee meetings and provider visits.
- Maintain provider data integrity through demographic updates, terminations, etc.
- Serve as internal liaison with operational departments regarding provider service projects
- Create reports, projects, and other duties, as appropriate
- Monitor and trend provider issues documented through workflow, calls, emails, and other avenues
- Perform other duties as deemed appropriate

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need

Passport Health Plan

Position Title:	Provider Relations Liaison	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Passport Health Plan

Position Title:	Provider Relations Liaison	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Qualifications/Requirements:

Education, Training and Experience:

- Bachelor's degree or equivalent years of service
- 2 years' experience with provider relations, field experience strongly preferred
- Working knowledge of Medicaid and/or government managed care products and terminology
- Familiarity with region providers and hospitals, preferred
- Ability to build strong provider relationships
- Strong organizational, multi-tasking and time-management skills
- Experience with rapidly adapting to process changes
- Requires strong competency with Microsoft Office (specifically Microsoft Excel)
- Proven ability to work independently and as a team member
- Good communication (written and oral), interpersonal, problem resolution and critical thinking skills

Finishing Touches (Preferred):

Licenses, Registrations or Certifications:

- N/A

Passport Health Plan

Position Title:	Manager, Provider Services	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

This position is responsible for coordinating network development and all communications within Network Providers, Out of Network Providers, as applicable, and Subcontractors who are involved in clinical services, and implementing new procedures within the department, keeping up to date on Medicaid and Medicare changes within the state, investigating provider issues for the Director and troubleshooting issues.

Essential Functions:

- Manage the operational and fiscal activities of the department to include: staffing levels, budgets, and financial goals.
- Supervise staff in accordance with company policies and procedures.
- Plan and develop procedures to improve the operating quality and efficiency of the department.
- Analyze and document business processes and problems. Develop solutions to enhance efficiencies.
- Coordinate and implement solutions from process analysis and general department projects.
- Direct staff in the development, analysis, and preparation of reports.
- Supervise staff in accordance with PHP company policies and procedures.
- Conduct interviews, hire new staff, and provide employee orientation.
- Provide coaching and career development advice to staff.
- Create employee goals and conduct employee performance reviews.
- Assist staff to resolve complex or out of policy operation problems.
- Coordinate with Human Resources for appropriate staffing levels.
- Schedule and conduct department meetings.
- Responsible for meeting department productivity and quality goals.
- Communicate with Director on Department operations.
- Complete human resource paperwork.
- Responsible for assuring NCQA standards are met.
- Budgetary Responsibility – Develop and maintain department budget. Seek opportunities to contain costs appropriately.
- Analyze data and make sound, logical and timely decisions. Establish priorities and set long and short-term goals.
- Design, develop and implement projects to address financial, quality and service improvements.
- Analyze existing and potential workflows, processes, supporting systems and procedures and identify improvements.
- Perform other duties and projects as assigned.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity,

Passport Health Plan

Position Title:	Manager, Provider Services	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Passport Health Plan

Position Title:	Manager, Provider Services	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Bachelor's degree preferred.
- Minimum of 6-8 years in customer services preferred.
- 3-5 years of experience in a supervisor position preferred.
- 3-5 years of experience in provider claims preferred.
- 3-5 years of managed Medicaid experience preferred.
- 3-5 years of experience as a Manager Customer Service or comparable experience preferred.

Licenses, Registrations or Certifications:

- N/A

Passport Health Plan

Position Title:	Psychiatrist	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

A psychiatrist licensed and in good standing in the Commonwealth of Kentucky, certified by the American Board of Psychiatry and Neurology, and specializing in child and adolescent services. The psychiatrist shall collaborate with the Kentucky SKY Medical Director and Behavioral Health Director, and the Department, DCBS, and DJJ in ensuring the delivery of appropriate Behavioral Services to Kentucky SKY Enrollees. The psychiatrist shall also be available for after-hours consultation, if needed. The Psychiatrist will interface directly with Providers in the community to align and shape care to evidence based guidelines and provide expert consultation to Providers.

Essential Functions:

- Provides Psychiatric oversight for utilization management and case management programs for mental health and substance use disorder services for the SKY Program.
- Works closely with the BH and Medical Director and UM Medical Directors to develop standardized utilization management.
- Participate in collaborative care rounds and assist in review of care management policies and procedures to improve quality outcomes for members.
- Collaborate in coordination with the BH and Medical Director with internal and external partners including but not limited to DMS, DCBS, DJJ, and providers to innovate in programming that promotes member health and wellbeing.
- Develop and provide education on psychiatric diagnoses and treatment including evidenced based interventions and trauma-informed care.
- Identify and review Clinical Practice Guidelines for review by the Behavioral Health Advisory Committee and the Quality Medical Management Committee.
- Evaluate and provide recommendations for any proposed changes or additions to level of care criteria.
- Work with Director of Pharmacy and participate in Pharmacy and Therapeutics Committee regarding analysis of utilization patterns by SKY members and assist with recommendations for formulary changes to improve quality and manage expense.
- Assist BH Director with: quality compliance for NCQA and CMS and initiatives including performance improvement plans initiated internally or by DMS; ensuring all programs and policies support industry standards and evidence-based practices; and evaluating potential vendors.
- Collaborate with the Kentucky SKY Medical Director and Behavioral Health Director, and the Department, DCBS, and DJJ in ensuring the delivery of appropriate Behavioral Services to Kentucky SKY Enrollees.

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

Passport Health Plan

Position Title:	Psychiatrist	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are

Passport Health Plan

Position Title:	Psychiatrist	FLSA Status:	Exempt
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

moderately quiet.

- This position may require that the associate commute to off-site locations to complete PHP business. The associate may be exposed to outside weather conditions during these commutes.

Position Qualifications/Requirements:

Education, Training and Experience:

- Specializing in child and adolescent services.

Licenses, Registrations or Certifications:

- Psychiatrist licensed and in good standing in KY.
- Certified by American Board of Psychiatry and Neurology.

Passport Health Plan

Position Title:	Quality Improvement (QI) Director	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

Position Summary:

Responsible for the oversight and direct performance of the QI PIPS, QIPs, CAHPS, DMS Reporting, QI Reporting, and related processes for the Kentucky SKY program. Responsible for compliance with State, Federal and UHC contractual obligations, including successful achievement of assigned incented health outcomes and business plan financial goals.

Essential Functions:

- Plans, organizes and directs the development and implementation of the program processes, including strategies for successful outreach and education to members, providers and to community institutions for the purpose of promoting preventive health among members and increasing the rate of participation and compliance.
- Coordinates and implements the development of recommended policies and programs. Coordinates, establishes and monitors achievement of departmental goals and objectives. Responsible for achievement of assigned NCQA standard compliance measures and compliance with all applicable State and Federal laws, as well as achievement of assigned incented health outcomes.
- Reviews all referrals to external outreach programs.
- Maintains detailed records of all billing related to outreach services.
- Coordinates and develops collaborative projects throughout the service and expansion areas that will support the goals of QI programs.
- Researches and evaluates, through data analysis, opportunities for additional collaborations that will assist eligible members in accessing care.
- Represents Passport Health Plan's Program at informational and educational sessions to the public
- Demonstrates an understanding of Passport Health Plan and QI programs that provides clear, comprehensive information about the health plan.
- Works with multiple systems to inform members and Providers about QI programs services and arranges for the provision of those services.
- Facilitates the process of notifying members and Providers about the availability of program services.
- Coordinates the provision of services when necessary.
- Coordinates meetings with all Passport Health plan departments related to the provision of program services.
- Performs other duties as assigned

Core Competencies:

Collaboration

The level of commitment to collaborative teamwork, sharing of expertise/best practices/resources, and efforts to break down barriers between teams (defined as co-workers, direct reports and/or associates). Collaboration is also seen in the ability to work effectively with customers (defined as members, providers, advocates, vendors, the State (DMS), business partners, direct reports and/or co-workers of all levels).

Customer Service Orientation

The level of commitment to meeting customer needs. Personally demonstrates that the needs of Passport's internal and external customers are a high priority. (Note: In this evaluation, the term CUSTOMER may include (but is not limited to): members, providers, advocates, vendors, the State (DMS), business partners, direct reports and co-workers of all levels).

Mission/Vision/Values (MVV)/Culture

The level in which one supports and promotes Passport's Mission (to improve the health and quality of life of our

Passport Health Plan

Position Title:	Quality Improvement (QI) Director	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

members), Vision (to be the leading model for collaboration and innovation in health care), Values (Integrity, Collaboration, Community and Stewardship), and Culture (Winning Ways).

Professionalism/Communication

The manner in which one: communicates with others honestly and respectfully/conducts themselves when interacting with others both verbally and nonverbally.

Management Capabilities

The manner in which managers set expectations for, delegate to, mentor, develop and evaluate their direct reports. This includes general timekeeping, timely completion of performance reviews, and human resource management.

Fairness and Consistency

The degree in which managers treat subordinates with fairness and consistency. The manager is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

Leadership

Articulates a vision that others choose to follow. Models behavior expected of others and inspires others to undertake challenging tasks and projects.

Job-Based Competencies:

Adaptability

Adjusts quickly and effectively to changing conditions and demands. Discusses change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it.

Quality of Work

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards.

Results Orientation

Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Expects that obstacles will occur and refuses to use them as an excuse for not achieving results.

Technical Skills

Possesses the technical skills and knowledge required to perform essential tasks in an efficient and effective manner. Adheres to laws, regulations, guidelines and specifications relevant to our business.

ADA Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stationary position: Must be able to remain in stationary position 75% of the time.
- Use of hands: Continuous use of computer, telephonic and other electronic equipment.
- Communicate: Frequent verbal and written communication.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with

Passport Health Plan

Position Title:	Quality Improvement (QI) Director	FLSA Status:	
Department:		Salary Grade:	
Supervisor's Title:		Revision Date:	

disabilities to perform the essential functions.

- This position primarily works in a climate controlled based setting. The noise level and the work environment are moderately quiet.
- This position may require that the associate commute to off-site locations to complete PHP business, including to members' homes. The associate may be exposed to outside weather conditions during these commutes. Members homes may have cleanliness or safety concerns.

Position Qualifications/Requirements:

Education, Training and Experience:

- Bachelor's Degree in Health Care or Equivalent required
- 3-5 years in healthcare or managed care setting
- 3-5 years' experience working with Medicaid population
- Training and experience in rapid cycle improvement required
- Experience in strategic planning, foster care and juvenile justice systems and trauma-informed Care