



Health Care that Starts with You!

Join a truly mission-driven organization! Independent, nonprofit UCare is recognized as one of the Minnesota's leading health plans. We provide more than 225,000 members across Minnesota and western Wisconsin with the health coverage plans and services they need to maintain and improve their health. The innovative coverage we create makes a difference for Medicare-eligible individuals, individuals and families enrolled in Minnesota Health Care Programs, such as MinnesotaCare and Medical Assistance, and disabled adults with special health care needs.

UCare is growing in size, membership, products, geographic coverage, and employees. We're an organization that's going places. Be part of a team that cares about you, be part of UCare.

Behavioral Health Operations Specialist

The **Behavioral Health Operations Specialist** is responsible for evaluating the Utilization Management and care case management processes of UCare's delegated entities and selected provider groups. This evaluation includes comprehensive annual assessments and demonstrated ongoing oversight. Interpret and apply state and federal regulatory mandates in performing operational assessments. The Behavioral Health Operations Specialist is responsible for working with delegated entities to implement data driven utilization review systems based on claims and pharmacy data to identify irregular billing activities as well as member under/overutilization of services.

Responsibilities:

- Apply knowledge of State, Federal, and other regulating bodies' UM and CM practice standards to the analysis of delegated entity performance.
- Understand the UM and CM processes within UCare and delegated entities and CM vendors in order to assess and evaluate their ability to comply with contractual obligations.
- Develop and implement auditing tools and strategies to fully analyze the ability of each delegated entity and vendor to achieve optimal compliance with regulatory standards and meet contractual obligations.
- Conduct delegated entity and/or vendor oversight meetings consisting of interviews, process reviews, chart audits, and review of other data in order to gain full understanding of the utilization management processes of each delegated entity.
- Write detailed reports that describe delegated entities and vendors' UM and CM processes and ability to perform functions according to contractual and regulatory requirements. Oversee completion of improvement plans and other strategies to monitor the progress of each delegated entity on an ongoing basis. Present findings as directed to delegated entities, Provider Network Management, and the Delegation Oversight Committee.
- Participate in internal and external audits as directed, including identification of universe and gathering of records, file preparation and provision of information to auditors as requested.

- Coordinate on behalf of Behavioral Health Services and facilitate meetings/training sessions with delegated entities and vendors to disseminate information, clarify processes and ensure compliance.
- Coordinate and implement interdepartment work groups to respond to provider concerns and improve workflow.
- Develop and maintain positive relationships with delegated entities, vendors and other departments within UCare, in order to ensure cooperation and compliance with regulatory requirements and UM and CM processes. Provide ongoing support for delegated entities related to UM and CM processes, including identification of educational needs, provision of basic training, references to regulatory requirements, etc.

Qualifications:

- A Bachelor's degree or equivalent
- 3+ years case management or utilization management experience in the health care industry
- Experience working with and interpreting state and federally funded program benefits, including Medicare and Medicaid is desirable.
- Experience with health care-related regulatory compliance, auditing, or surveying and experience with application of NCQA and state regulatory standards to UM processes is preferred.
- Knowledge of provider contracting strategies is highly desirable.

Rewards

Enter a highly collaborative environment where people are truly engaged, and feedback is valued. You'll enjoy a competitive salary and benefits, as well as a host of other perks, including a nationally recognized wellness program, and a bright, open, award-winning office space in Northeast Minneapolis—just minutes from major freeways and retail centers. At UCare, we welcome and employ a diverse employee group committed to meeting the needs of UCare, our members, and the communities we serve.

www.ucare.org/careers/

EOE/AA

<http://www.ucare.org/careers/Pages/BehavioralHealthOperationsSpecialist%281563%29.aspx>