



HEALTHSMART

MANAGEMENT SERVICES ORGANIZATION, INC.

POSITION: Quality Management Outreach Support

GENERAL SUMMARY:

This position is responsible for project organization and maintenance, monthly/quarterly/annual reporting, member/provider outreach and any additional support as needed. This position assists in the coordination of various projects and activities to include planning, organization, implementation, maintenance, and timely completion of interventions, data manipulation and data management, project reporting, and status updates.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assists in the development, organization, coordination, completion and maintenance of various projects and outreach activities related to quality/performance programs, STARS/HEDIS, HCC/CDPS risk-adjustment, etc.
- Assists in downloading and preparation of various reports (monthly, quarterly, and annually) for presentation to various committees.
- Assists in the development of project plans, materials, and timelines for various quality programs, HEDIS/STAR, HCC/CDPS Risk-Adjustment, etc. in accordance with regulatory mandates.
- Assists in the implementation, coordination and monitoring of various projects and activities to determine progress towards goals and to identify potential issues, troubleshoot, and coordinate resolutions with other team members.
- Prepares project status updates and reports and convey information as appropriate to internal teams and staff.
- Participates in the evaluation and analysis of projects and improvement activities to determine/identify potential issues and barriers. Provides recommendations for resolution of issues.
- Collaborates with other departments regarding database and outreach management to effectively compile data for tracking and trending purposes.
- Embraces the team concept and shares areas of expertise with associates.
- Performs other duties as assigned.

QUALIFICATIONS:

- High School Diploma; Concurrent college enrollment required.
- Experience working in managed health care industry.

- Knowledge of managed care quality/performance programs, HEDIS/STAR, HCC/CDPS risk-adjustment and related timelines and activities.
- Data collection and project coordination/organization experience required
- Advanced knowledge software programs such as Microsoft Word, Excel, and Access, including analytical functions, pivot tables, etc.
- Excellent oral and written communication skills.
- Strong research, methodology, and analytical skills; advanced organizational skills and attention to details; excellent time management skills with the ability to prioritize and work under pressure in a fast paced environment; manage several tasks and projects simultaneously.
- Ability to work with multiple cross-functional project teams in order to meet project schedules, costs, and performance objectives.