



Interagency Operations Manager

Faulkner Consulting Group is looking to hire an experienced health policy professional to join our consulting team at HealthSource RI (HSRI), Rhode Island's health insurance exchange. The goal of the **Interagency Operations Manager** is to drive improvements in policy, operations, and the provision of customer service for all who are served by HSRI through the identification, design, and implementation of processes aimed at providing a seamless eligibility and enrollment process with minimal burden to the customer.

Key responsibilities:

- Serve as subject matter expert on Medicaid and Exchange eligibility policies and processes, with a particular focus on the intersection of programs across HSRI and the Medicaid agency.
- Work with policy, technology and operations teams to ensure that eligibility and enrollment processes for health coverage programs are being implemented consistent with program guidelines.
- Develop and maintain an effective set of policies, procedures and work instructions for provision of customer service across state agencies.
- Work with internal and external stakeholders to address gaps in customer service and identify opportunities for streamlining policies and processes.
- Analyze the effectiveness of eligibility and enrollment processes and make recommendations to leadership to develop operational efficiencies.
- Escalate recommendations and decision points to decision makers at both HSRI and the Medicaid agency.

Qualifications/Requirements:

- Master's degree in public policy, public health or other related field.
- Minimum 5 years of health care policy and operations experience in a highly matrixed and complicated organization.
- Knowledge of Medicaid rules and requirements, including eligibility and enrollment.
- Experience with complex business processes a must.
- Knowledge of call center operations a plus.

Competencies

- Thrive in an extremely fast-paced and deadline-driven environment
- Strong project and program management skills required.
- Ability to multi-task and prioritize effectively.
- Proven ability to present to executive level audiences

- Excellent written and verbal communication skills.
- Manage and prioritize task list in a deadline driven environment.
- Self-motivated, able to work independently and hit the ground running.

Logistics:

- HSRI and state offices in Providence, East Providence and Cranston.
- Faulkner Consulting Group is a virtual company, all work is done at client offices

Candidates:

- Check out our website www.faulknerconsultinggroup.com
- Interested candidates should submit cover letter and resume to fcghiring@gmail.com
- Compensation based on experience. We offer competitive health benefits, IRA match, and paid time off.

The Faulkner Consulting Group has extensive expertise in the health insurance industry, including commercial and Medicaid benefit design, business model creation, market and financial structure analysis, and implementation of federal healthcare reform.

We bring an analytical perspective to health insurance issues with an emphasis on data-driven decision-making. Our extensive knowledge of recent health care trends makes us an invaluable resource to our clients. We have over 15 years experience helping clients with business planning, financial modeling, project management, facilitation and basic research and analysis.

Faulkner Consulting Group is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, gender, sexual orientation, gender identity or expression, religion, national origin, marital status, age, disability, veteran status, genetic information, or any other protected status.