



### JOB INFORMATION

<i>Job Code:</i>	133307
<i>Job Title:</i>	Director, Health Plans
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	Program Management
<i>Job Family Group:</i>	Administration
<i>Management Level:</i>	4 Administrator

### JOB SUMMARY

Directs the health care plan programs, services, projects and functions, through subordinate managers and professional staff for the university. Has responsibility for plan design, plan assessment, new health plan development, health plan modifications, policy development and assessment, and strategic planning to meet the university's strategic goals. Oversees health plan operations and administrative functions to include planning, delivery of services, budget development, record keeping and employee administration.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Master's degree	

#### Additional Education

*Check here if experience may substitute for some of the above education.*

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		7 years	
	X	10 years	

#### Additional Work Experience

*Check here if education may substitute for some of the above work experience.*

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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#### Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Directly related experience in managing health plans in an educational institution or corporate environment.
X		Thorough knowledge of management principles, budgeting and applicable laws/regulations.
X		Extensive contract negotiation experience with provider and managed care vendors.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to interact and build strong working relationships with administration, senior management, physicians, hospital executives and health care organizations.
X		Advanced knowledge of traditional and non-traditional health care delivery systems, major health care industry trends in performance measurement and management.
X		Excellent analytical, statistical, and oral and written communications skills.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Directs health care plan administrative operations through subordinate managers professional staff and third party providers. Designs, develops and oversees health plan programs, services and projects for the university. Develops short and long-term strategic plans and objectives for health care plans to maximize benefits to all employees and meet cost containment goals. Assists in the development of a university-wide health care strategy to strengthen the viability of the medical and health professional schools and university-affiliated hospitals. Researches and identifies trends and needs and establishes health plan directions accordingly. Assesses quality of health plan services and operations. Modifies existing services and/or creates new health plan services. Links services and operations with other relevant departments on campus.				
Serves as the university fiduciary for the self-funded preferred provider organization (PPO) plan. Makes all final decisions regarding plan design, benefits, exceptions and appeals.				
Selects and negotiates agreements with and oversees performance of Third Party Administrator, Delta Health Systems, Pharmacy Benefits Manager (PBM), SYSTEMED, Utilization Review, Psych vendors, Tenet Health Care, Physicians and Medical Groups.				
Oversees provider network for preferred provider organization (PPO), negotiates agreements and addresses access and adequacy of care concerns.				
Negotiates health maintenance organization (HMO) and Dental Plan contracts. Addresses and assists in compliant resolution. Manages annual review of health care contracts to determine continuation, notification or termination of such agreements.				
Maintains liaison with the Office of General Counsel, Office of Compliance and outside counsel concerning all legal and compliance matters.				
Develops health plan operating and administrative policies. Directs the dissemination, interpretation and application of health plan policies university-wide and grants exceptions.				
Develops and manages budget(s). Makes major budgetary and resource allocation decisions. Provides financial status reports as needed.				
Serves as key resource for health plans information. Provides consultation services, advice or assistance to faculty, staff and senior administrators. Resolves problems, issues, requests or questions referred by staff, university administrators, or professionals outside the university. Represents health plan office and university as an authority in field.				
Maintains currency with and understands local, state and federal regulations related to health care delivery. Informs management of trends and developments in field. Gives advice and counsel regarding current developments. Assesses impact of legislation on existing health plans and modifies health plans accordingly.				
Collaborates with Medical Advisor to address and resolve medical issues relating to new programs, medical procedures, drugs, medical equipment and appropriate utilization of experimental drugs and procedures.				
Collaborates with Medical Advisor, USC Care Medical Group, health professional schools/providers and senior management to develop new programs such as USC Senior Care to meet needs of university community.				
Ensures senior management is aware of budget issues and performance. Compares, analyzes, and evaluates the need for plan design changes based on				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
budget performance and changes in health care market place against overall impact on employee relations and morale.				
Serves as primary resource and staff of the university's Employee Benefits Committee. Maintains professional currency through active participation and leadership in associations and other committees both internal and external to the university.				
Develops and maintains all necessary systems to ensure that health care programs meet budgetary and quality objectives. Prepares status reports as requested.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.