

# USC Leonard Davis School of Gerontology

## Job Posting: On Lok 02/15/06

Job Position: Provider Services Manager (full time)

Location: San Francisco, CA

### Organizational Overview:

For thirty years, On Lok, now a group of five affiliated non-profit organizations, has provided quality and affordable services for the well being of the seniors/participants and their families through a full spectrum of healthcare and community programs. On Lok's vibrant, committed staff enjoys excellent benefits, competitive compensation, great colleagues and the rewards of teamwork, innovation and making a major difference in people's lives.

### Job Summary:

Under the direction and supervision of the Health Plan Director, the Provider Services Manager is responsible for overseeing all Provider Contracts and all Provider Relations activities.

### Responsibilities:

- Develop On Lok's 2 year contracting strategy for each of provider types and each existing and potential lines of businesses.
- Develop and provide regular reports on provider reimbursement trends.
- Implement Provider and Vendor module on Plexis.
- Develop, negotiate, manage, renew, and maintain all On Lok hospital provider contracts.
- Assess the capability and appropriateness of delegating functions to contracted providers and implement as necessary.
- Ensure provider network adequacy through various means including working with the Quality Assurance department and determine recruiting needs as necessary.
- Oversee the content development and maintenance of the provider manual.
- Ensure contract complies with federal, state, and local authorities and regulators.
- Stay abreast of all federal, state, local and private reimbursement schedules applicable to all categories of On Lok providers.
- Develop and maintain ongoing relationships with key provider to establish a system of open dialogue between those providers and On Lok.
- Supervise Contract Administrator and Provider Relations Representative(s).
- Participating in departmental and non-departmental meetings.
- Assist in the development of written material for the provider newsletter and other publications deemed appropriate.
- Other related duties as assigned.

All Regular Full Time and Part Time positions offer excellent compensation and benefits including choice of Health Plans, Dental, Life Insurance and Company Matching Retirement Plan (6%).

Qualifications:

- Bachelor's Degree, preferably in health care management.
- 5 years working in provider relations, provider contracting or health care administration environment preferred.
- Negotiating skills required.
- Knowledge of SF provider network and contracts preferred.
- Effective communication skills, both written and verbal, required.
- Computer literacy, especially with Microsoft Office products, are required.
- Willingness to work within the framework of a multidisciplinary team in the On Lok health delivery system.
- Sensitivity to the health beliefs and needs of a multi-ethnic aged population.

Address:

On Lok

Human Resources Department

1333 Bush Street

San Francisco, CA 94109

Website: <http://www.onlok.org>

Contact:

Submit your resume to (please reference the position you are applying for):

Email: [hr@onlok.org](mailto:hr@onlok.org)

Fax: (415) 292-8745