

Government and Regulatory Affairs Manager

Only open to candidates residing in California	Opportunity to make a difference in your community	Position not eligible for sponsorship
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Under the direction of the Chief Compliance Officer, the Government and Regulatory Affairs Manager promotes and ensures compliance with various requirements, including but not limited to contractual and regulatory obligations, through the design and implementation tools, processes and systems to prevent, detect and deter non-compliance. The Government and Regulatory Affairs Manager focuses on performance management, implementation consulting and advocacy activities that protect and promote HPSM's reputation, ensure high quality and integrity of business operations, and ensure HPSM is able to meet its mission and vision.

Position overview

- Partners with Chief Compliance Officer (CCO) to ensure assigned Compliance Program activities and controls are implemented based on communication, collaboration, and transparency within the organization
- Establishes and maintains effective relationships with peers and stakeholders, internal and external to the organization, to ensure assigned compliance controls, activities, goals and objectives enable the organization to achieve its mission and vision
- Designs goals and objectives for assigned staff based on organizational and department goals; collaborates with Chief Compliance Officer on design of department-specific goals and objectives
- Implements and monitors a program to ensure NCQA accreditation is maintained; collaborating with peers and identifying resources necessary to achieve and maintain highest level accreditation status
- Accomplish staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and implementing corrective action steps when necessary; coordinating and enforcing systems, policies, procedures, and productivity standards. Complete performance evaluations in a timely manner
- Creates, implements, and monitors individualized growth plans for assigned staff to ensure staff are able to grow and adapt to the organization's changing needs, risks and goals
- Implements, monitors, and ensures success of compliance monitoring activities to proactively mitigate risk by preventing, detecting and deterring non-compliance; including, but not limited to:
 - (a) preparing and responding to external audits by regulatory agencies,
 - (b) designing and overseeing performance management activities (dashboards, report trending and analysis), and
 - (c) consulting on and ensuring internal policies and procedures are compliant with all regulatory requirements and updated annually
- Provides oversight of and supports regulatory affairs activities by co-designing and ensuring successful implementation of all regulatory affairs related activities, including but not limited to: identification of new regulatory initiatives, championing cross-functional and collaborative solutions to multi-faceted/large scope projects, and overseeing a post-implementation monitoring program to ensure implementations are successful
- Review and analyze all documents and communications received from regulatory agencies, disseminate as necessary and coordinate organizational responses to meet regulatory requirements.
- Maintain current knowledge of the business and regulatory environment relative to the business and regulatory environment
- Serve as a resource on relevant laws and regulations and stay current with changes that may affect HPSM's programs
- Oversees the preparation of corrective action plans related to performance management, including but not limited to external audits, and regulatory action as required, and monitor their implementation
- Implements, monitors and ensures compliance training activities meet the needs of the organization, mandates of regulatory agencies, and incorporates feedback of training recipients
- Represents compliance and government and regulatory affairs on organizational committees, including

but not limited to: Compliance Committee, Delegation Oversight Subcommittee, and others as requested. Participates with a goal of working collaboratively to meet the organization's mission, vision and goals

- Sets strategy for researching of regulations, laws, and contractual requirements to determine applicability to HPSM, its staff, policies and vendors
- Design and review impact analyses to determine need for immediate intervention by Leadership.
- Develop and supervise work plans identifying tasks, deliverables, assignments to business owners and due dates to ensure timely compliance with new requirements
- Identify need for Business Systems Integration collaboration; partners with BSI to ensure appropriate project management and/or process improvement support
- Lead Policy and Regulatory collaborative efforts, including committees and/or work groups
- Co-develop and assist with implementation of strategic advocacy plans for educating state and federal policy makers
- Work with HPSM legislative representatives to develop new legislative initiatives, as needed.
- Remain informed about health care policy in Medicare, Medicaid, insurance, long term care, and mental health for vulnerable populations
- Provide high level staff work in policy development and implementation in the areas of Medicare, Medi-Cal, other insurance programs, long term care, mental health and other health-related programs as assigned

Requirements

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

Education and experience

- Bachelor's Degree in Healthcare, Health Administration, Business Administration, or related discipline. Related and relevant experience may be considered in lieu of academic requirements on a year for year basis.
- Minimum of two (2) years of related experience in healthcare industry with managed care experience preferred.
- Experience with project management, development of workflows and other project management tools.

Knowledge of:

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access and PowerPoint.
- Managed care and strong familiarity with the health care field.
- Regulatory and or compliance processes impacting managed health care.
- Principles and practices of managed care health care systems, medical administration and NCQA accreditation standards.
- State and federal legislative process.
- Government agency policy development.
- Medicare and Medi-Cal programs.
- Policy development.

Ability to:

- Work cooperatively with others.
- Work as part of a team and support team decisions.
- Communicate effectively, both verbally and in writing.
- Adapt to changes in requirements/priorities for daily and specialized tasks
- Display professional communication skills (both written and oral) and possess a high level of attention to detail.
- Demonstrate superior organization, facilitation, and presentation skills.
- Build and maintain strong relationships within and outside HPSM.
- Impart critical thinking, listening, time management, decision making, and problem solving skills; maintain confidentiality.

- Think and work effectively under pressure and accurately complete tasks within established times; prioritization and meeting critical deadlines.
- Work independently and within a team environment as well as work collaboratively across functional areas in a matrix structure.
- Effectively train and provide customer service skills in accordance to various audiences and comprehension levels.
- Exhibit strong interpersonal skills to utilize when coaching staff and handling conflict resolution.
- Work collaboratively and effectively with HPSM staff, as well as representatives of federal, state, and county organizations.
- Perform policy analysis, development and implementation in the areas of Medicare, Medi-Cal, other insurance programs, long term care, mental health and other health-related programs.
- Analyze legislation and regulations that impact HPSM operations.
- Conduct research and analysis to support decision-making and planning for major strategic initiatives.
- Advocate for the organization; coordinate efforts to educate state and federal policy makers; work with HPSM's legislative representatives.
- Deal tactfully and effectively with HPSM members and staff, the public, members of the legislature, and governmental representatives.

Salary and benefits

The starting salary range depends on the candidate's work experience.

Excellent benefits package includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply, submit a resume and cover letter with salary expectations directly to careers@hpsm.org

File by: Continuous until filled. EOE

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 140,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.