

Announcement of Available Managerial Positions at Illinois Department of Healthcare and Family Services

The Illinois Department of Healthcare and Family Services (HFS) is pleased to announce it is currently seeking job applications for key leadership positions within the Department. HFS administers the Medicaid and Children's Health Insurance Program in Illinois, providing a range of healthcare services for 2.7 million adults and children. HFS is redesigning its healthcare delivery system to be more patient-centered, with a focus on improved health outcomes, enhanced patient access, and patient safety. HFS is also realigning payment incentives in support of care coordination models and quality healthcare. The Department plays a key role in the state's implementation of national healthcare reform. HFS invites applications from qualified individuals excited to participate in this dynamic healthcare transformation.

Medical Director – Position Code 20-060

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Medical Director reporting to the Medicaid Director. The Medical Director provides clinical oversight of all covered services for the clients of our means-tested medical programs. The Medical Director will ensure appropriate medical necessity decision-making standards are applied for all medical programs as well as coordinate efforts to develop and disseminate best practice and content of care standards. The Medical Director will also serve as an advisor on service delivery system design and appropriate utilization standards to be utilized within the Division's medical program. In addition, the position will direct quality improvement functions throughout the Division and serve as a liaison to professional organizations including the Medicaid Medical Directors nationwide.

The successful candidate will possess a license as a Medical Doctor in good standing with the State of Illinois; experience in healthcare payment systems, pay for performance initiatives, medical necessity criteria and federal and state quality improvement programs. The candidate should also possess experience serving Medicaid patients or experience in population health programs with a large provider, health insurer, government agency or research institution. A demonstration of a commitment to reform a healthcare delivery system to improve quality, population health, efficient care delivery and cost effectiveness and knowledge of Medicaid policies and procedures are preferred. Additionally, the candidate must have the ability to travel.

Chief of Bureau of Quality Management – Position Code 35-000

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Chief of the Bureau of Quality Management. The Chief will be responsible for the development of overarching agency quality improvement strategy, coordinating agency wide quality initiatives and overseeing the development of outcome measurements and quality improvement projects for current providers and new care coordination/managed care entities. The Chief will evaluate the quality and effectiveness of Medicaid funded programs by systematically monitoring and evaluating the quality of care and services, oversee the design, implementation, monitoring and evaluation of the quality management activities statewide and develop and implement a Quality Management work plan that identifies specific activities, measures and indicators that are the focus of the Quality Management program. The Chief will also disseminate information so that the outcomes of quality activities are reflected in program changes. The Chief will also be responsible for the coordination of quality management for the statewide Waiver Monitoring and Protocol programs (Developmentally Disabled, Elderly, Supportive Living, Disabled, Technology Dependent Children, Acquired Immune Deficiency Syndrome (AIDS), and Brain Injury (BI)).

The successful candidate will possess at least three (3) years experience in implementing/managing healthcare quality improvement initiatives in a clinical setting, along with the ability to develop and manage a major agency program. Thorough knowledge of Medicaid policies and procedures is preferred. Expertise in healthcare performance measurement, knowledge of healthcare financing and delivery systems and an advanced degree in health policy or health professional field is also preferred. Additionally, the candidate must have the ability to travel as well as attend/participate in professional meetings and conferences.

Manager of Care Coordination/Managed Care Quality – Position Code 35-500

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of the Manager of Care Coordination and Managed Care Quality. In order to implement a major statutory initiative of the Governor's office and Legislature, the Department will be vastly increasing its use of Health Maintenance Organizations (HMOs) and other Managed Care Organizations (MCOs) to administer parts of the Medicaid program. This change will require a heightened vigilance of the quality of care rendered by these organizations. The Manager will oversee the policy development and monitoring of quality standards for care coordination entities and managed care organizations and monitor the federally required External Quality Review Organization contract.

The successful candidate will possess a clinical degree or an advanced degree in a relevant field and extensive experience in the field of managed care quality improvement, with knowledge of Healthcare Effectiveness Data and Information Set (HEDIS) measurements, coding and related data definitions, and the ability to develop and manage a major agency program. Knowledge of Medicaid policies and procedures and supervisory experience preferred. Additionally, strong analytical ability, experience analyzing quality data and interpersonal skills necessary to communicate as a peer to Medical Directors of managed care organizations is preferred. Finally, the candidate must have the ability to travel.

Manager of Primary Care Provider Quality and Practice Development – Position Code 35-400

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of the Manager of Primary Care Provider Quality and Practice Development. In moving the Medicaid Program toward a fully integrated delivery system, the foundation for all of the Department's care coordination efforts is an emphasis on primary care through qualified medical homes. The Manager will be responsible for working with primary care providers (PCPs) to help move them toward National Committee on Quality Assurance (NCQA) Medical Home certification. This will be the Department's lead position for developing policies and tools to improve the quality of primary medical care, including content of care, evidence based medicine, and practice redesign. The Manager works closely with key provider organizations such as the Illinois Academy of Family Physicians and the Illinois Chapter of the Academy of Pediatrics as well as the Department's contracted Quality Improvement Organization.

The successful candidate will possess a clinical degree or an advanced degree in a relevant field and extensive experience in practice administration in the primary care setting with a provider, a provider association, or an accrediting body, combined with knowledge of practice standards for medical homes and best evidence based standards of care for primary care. Knowledge of primary care practice design and workflow issues related to compliance with independent medical home certification requirements and knowledge of unique issues of primary care delivery for Medicaid populations are preferred. Also, knowledge of Medicaid policies and procedures is preferred. Additionally, the candidate must have the ability to travel.

Director of Care Coordination Contracts and Compliance – Position Code 24-100

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of the Director of Care Coordination Contracts and Compliance. A prominent feature of the Department's plan for integrating care is the development of a new type of provider based organization called a Care Coordination Entity. The unique features of this new type of entity will require creative policy decisions with respect to contracting and monitoring. The Director will be responsible for the oversight of contract development and negotiations with Care Coordination Entities (CCEs). The Director will also be responsible for the development and oversight of contract compliance monitoring systems for managed care and care coordination contracts.

The successful candidate will possess a bachelor's degree and multi-years experience in negotiating managed care contracts, preferably on behalf of a payer. The candidate should also possess experience with healthcare contract compliance. Knowledge of Managed Care Organization operations and Medicaid policies and procedures are preferred. Additionally, the candidate must have the ability to travel.

Chief of Bureau of Maternal and Child Health Promotion – Position Code 38-000

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of the Chief of the Bureau of Maternal and Child Health (MCH) Promotion. The Bureau Chief provides leadership to promote maternal and child health, to comply with federal Early and Periodic Screening, Diagnosis and Treatment Services (EPSDT), and to assure access to reproductive health and dental services. The Bureau Chief is responsible for the development and implementation of a birth outcomes improvement project, directing the activities funded by the Children's Health Insurance Program Reconciliation Act (CHIPRA) Child Health Quality Grant and coordinating those activities with the Department's redesign of the healthcare delivery system. The Bureau Chief will work directly with the Medical Director and the Quality Management Bureau Chief to facilitate quality improvement efforts directed at general maternal and pediatric health; representing the Department on MCH issues in a wide array of settings; and staying abreast of all relevant state and federal laws.

The successful candidate will possess a bachelor's degree in public health or healthcare management or a clinical field with an advanced degree in one of those fields preferred. Experience equivalent to four (4) years of progressively responsible administrative experience in healthcare or public health management and thorough knowledge of federal EPSDT requirements and strategies for improving healthcare for children as well as improving birth outcomes are required. Knowledge of Medicaid and CHIPRA policies and procedures is preferred. Additionally, the candidate must have the ability to develop and manage a major agency program and the ability to travel.

Director of Dental Program – Position Code 38-300

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of the Director of the Dental Program. The Director is responsible for the dental services program and the management of the Department's contract with the dental program fiscal agent, including claims administration and reconciliation. The Director is responsible for the Department's clinical dental policies to assure appropriate coverage and quality of dental care; and manages the process for determining necessity of dental treatment. The Director will develop and implement strategies to address dental access issues, in particular, developing the public dental health infrastructure; representing the Department to dental professional organizations and other stakeholders; engaging dentists to promote appropriate clinical dental care practices and content of care; and monitoring state and federal policy related to dental services.

The successful candidate will possess a bachelor's degree in healthcare management or a relevant field with an advanced degree in one of those fields; or a licensed dentist preferred. Requires experience in healthcare administration including experience in administering dental healthcare programs and knowledge of practice standards for dental care and treatment services. The candidate will also possess the knowledge of the public health dental infrastructure. Knowledge of Medicaid and Children's Health Insurance Program (CHIP) and supervisory experience is preferred. Additionally, the candidate must have the ability to travel.

Manager of Medicare/Medicaid Coordination – Position Code 20-070

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Manager of Medicare and Medicaid Coordination. In partnership with the federal government, Illinois is working to realign the financing of healthcare for individuals covered by both Medicaid and Medicare pursuant to innovative opportunities in the federal Affordable Care Act. The Manager will be responsible for overseeing the implementation of the Medicare/Medicaid financial alignment initiative in both the managed fee-for-service and dual capitation models. The Manager will also be responsible for the development and implementation of required agreements with Medicare Special Needs Plans and the development of additional strategies to control cost trends for very high cost dual Medicare/Medicaid enrollees.

The successful candidate will possess a bachelor's degree and knowledge and experience with Medicare Advantage rules and regulations and knowledge of Medicaid laws and policies. Experience with contract drafting and working with Medicare fee-for-service programs is preferred as well as knowledge of Medicaid policies and procedures. Additionally, the candidate must have the ability to travel.

Director of Care Coordination Rate and Finance – Position Code 20-050

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Director of Care Coordination Rate and Finance. The Department is seeking the expertise necessary to address the multitude of rate development and financing issues that new care delivery systems will require. Proper financial incentives aligned with policy goals are essential to the success of managed care initiatives. The Director will be responsible for overseeing the managed care organizations rate setting, shared savings base-line and trend calculations and risk-based care coordination fee development. The Director will oversee recoupment of risk-based fees pursuant to contracts with care coordination entities and medical loss ratio (MLR) recoupment from managed care organizations.

The successful candidate will possess an MBA, CPA or actuarial degree and extensive experience in a wide range of managed care rate setting issues, including, but not limited to, baseline costs and growth trends. Knowledge and experience with Medical Loss Ratio (MLR) standards and measurements is required as well as the ability to interpret and implement related federal and state Medicaid and Children's Health Insurance Program laws. Experience with Medicaid and Healthcare rate setting and payment redesign are preferred as well as knowledge of Medicaid policies and procedures. Additionally, the candidate must have the ability to travel.

Director of Encounter Data Program – Position Code 21-400

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Director of Encounter Data Program. Central to the success of the Department's many initiatives in care coordination is the availability and analysis of data on services rendered for rate development, contract compliance, quality monitoring, Medical Loss Ratio (MLR) determination and other functions. The Director will be responsible for overseeing the development of the encounter

data program including improving submission rates, acceptance rates, compliance monitoring and analytic review. The Director will also be responsible for a comprehensive program to ensure availability and use of encounter data for critical policy and operational needs.

The successful candidate will possess a bachelor's degree with an advanced degree in business or information systems preferred. At least two (2) years of extensive healthcare data reporting experience, including, but not limited to, data definitions, submission, and editing is required as well as a strong background in Health Insurance Portability and Accountability Act (HIPAA) transactions relevant to encounter data submission. The candidate will also possess knowledge of the healthcare claims system. Experience with procedural and diagnosis coding is preferred as well as knowledge of Medicaid policies and procedures. Additionally, the candidate must have the ability to travel.

Manager of Data Quality Assurance – Position Code 00-430

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Data Quality Assurance Manager. High quality data is essential to the management of today's healthcare systems. The Manager will have an integral role in our data governance efforts and be responsible for assuring consistency of reports, data analysis, data extracts, and other data used by the Agency and external stakeholders. The Manager will work as a peer with policy makers and program personnel to develop agency-wide data rules that are consistent with current and emerging policy decisions, enforce the consistent application of such rules across the entire Agency, and bring existing reports and data into compliance with the rules. The Manager will participate in intra and inter-agency efforts to remediate problems found with underlying source data and evangelize the importance of data quality and consistency throughout the Agency and between agencies. The Manager will supervise staff responsible for documenting rules and exceptions, reviewing and approving existing and new reports and data for rule compliance, preparing and delivering training, and working with data and business analysts throughout the agency to assure that rules are identified and embedded early in any new data project.

The successful candidate will have excellent written and verbal communication skills; possess a bachelor's degree in business, information systems, or epidemiology, with master's degree preferred; have five to ten (5-10) years of extensive healthcare data reporting experience with a large provider, health insurer, government agency, or research institution; have previous data quality assurance role and/or formal data quality assurance training. Additionally, the candidate must have the ability to travel.

Manager of Data Analytics Unit – Position Code 00-440

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Data Analytics Unit Manager. HFS needs high quality data analytics to manage the healthcare needs of three (3) million Illinois citizens. The Manager will lead data governance efforts with respect to our Enterprise Data Warehouse (EDW) and the use of EDW data. The Manager will be responsible for a team of business analysts that will interface between agency policy makers and program staff and our EDW contractor. The unit will convert policy and program requests to detailed, written system specifications that EDW contractor's developers can use for programming formal system reports which utilize agency data rules; create and implement test plans for work performed by the EDW developers; assure that program staff fully engage in testing; directly produce quick turnaround, ad hoc reports that may be either end results or prototypes for formal system reports; and provide analytic support and training throughout the agency. The Manager will have a key role in evaluating the EDW contractor's performance and will negotiate with policy makers and program staff as a peer concerning proper expectations for data and data analysis.

The successful candidate will be detailed oriented and have a bachelor's or higher degree in information systems, applied mathematics, or another field with a strong analytics component; three (3) years of extensive healthcare data reporting experience with a large provider, health insurer, government agency, or research institution; in-depth knowledge of health insurance coding and evolving healthcare quality metrics; two (2) years as a business analyst or similar role interfacing between business and information technology departments; working knowledge of SQL and/or SAS; and the ability to communicate highly technical issues, both in writing and orally, to both technical and non-technical audiences. The ideal candidate will have previous supervisory experience. Additionally, the candidate must have the ability to travel.

Manager of Data Analytics Platform – Position Code 00-450

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Data Analytics Unit Manager. HFS needs high quality data analytics to manage the healthcare needs of three (3) million Illinois citizens and cannot build every analysis 'from the ground up.' The Manager will be responsible for the successful implementation and use of the Agency's soon-to-be acquired data analytics platform. The Manager will develop a detailed understanding of data analytics platform requirements from policy makers, program staff, program partners, and other external stakeholders; work with the analytics platform vendor to load and validate our data into the platform; work with the analytics platform vendor and internal staff to modify the platform business rules to conform to Agency standards and meet the needs of policy makers, program staff, program partners, and other external stakeholders; train policy makers, program staff, program partners, and other external stakeholders on the use of the data analytics platform; coordinate platform enhancements and maintenance issues with the platform vendor; work as a peer with the vendor's actuaries and technical staff; ensure that appropriate platform data is available to the public; and have a key role in evaluating the performance of the data analytics platform and vendor. In summary, the Manager will assure that the agency receives maximum value for a significant investment in the data analytics platform.

The successful candidate will have good written and verbal communication skills; possess a bachelor's degree in business or information systems with a master's degree preferred; have five to ten (5-10) years of extensive healthcare data reporting experience with a large provider, health insurer, government agency, or research institution; bring two to five (2-5) years previous experience working on a health insurance data analytics platform; experienced in managing contracts and vendors; supervisory experience; and experience developing and delivering training. Additionally, the candidate must have the ability to travel.

Chief of Bureau of Rate Development and Analysis – Position Code 79-000

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Chief of Bureau of Rate Development and Analysis. The Chief plans, directs, and evaluates the operations of the Bureau; directs and reviews the analysis of existing and proposed rate development and analysis policies and procedures; directs and reviews complex Medicaid reimbursement methodologies including Hospital Reimbursement Reform, Nursing Home Reimbursement Reform, Phase II of Integrated Care Program, Coordinated Care programs, Home and Community Based Services, including special populations, and any potentially new programs, such as Hospital Assessment; serves as agency spokesperson regarding such topics, representing the Director and the Agency with members of the General Assembly, the Governor's Office, federal government officials, other state agencies, provider groups, the media, and the public; confers with other state agencies and provider groups; serves as a full line supervisor.

The successful candidate will possess a bachelor's degree with advanced degree preferred, with coursework in business or public administration, accounting, finance, data analysis, or statistics; experience with Medicaid reimbursement methodologies and regulations; experience with extracting data from large systems for analysis. Additionally, the candidate must have the ability to travel.

Manager of Medical Finance – Position Code 70-020

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Manager of Medical Finance. The Manager of Medical Finance manages initiatives for the Division of Finance including implementation of accounting, budgeting and financial policies, systems, and procedures to implement provisions of the Affordable Care Act, Coordinated Care, other federal or state healthcare mandates; plans, directs, evaluates and makes recommendations concerning activities and finance operations to ensure the Division's mission and goals are accomplished; serves as an expert on technical, financial, and medical resources for the development and administration of fiscal operations of programs administered by the Agency including medical accrual liability, federal claiming functions, financial reporting related to Generally Accepted Accounting Principles (GAAP) and Governmental Accounting Standard Board (GASB) pronouncements and directives; serves as policy-making official; reviews and evaluates new HFS programs, grants, and projects for which Illinois is eligible to receive enhanced federal funding; manages the Medical Assistance Interest Prompt Payment responsibilities for the Division; reviews and evaluates proposed and existing state and federal legislation and policies to assess impacts on financial policy, procedures, and fiscal operations; develops issue papers to advise the Division Administrator and Agency management staff of state and federal laws, rules, policies and proposed legislation that affect the healthcare provider reimbursement system and the required fiscal and internal controls to monitor payments to healthcare providers.

The successful candidate will possess an advanced degree, or certification in relevant field, such as Certified Public Accountant; coursework in business or public administration, accounting, finance, data analysis, or statistics preferred; experience in control systems, and GAAP; financial management experience in a healthcare or government entity utilizing Medicaid funding. Additionally, the candidate must have the ability to travel.

Assistant Chief Bureau of Information Systems – Position Code 62-200

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Assistant Chief of the Bureau of Information Systems (BIS). The Assistant Bureau Chief performs highly complex advisory and consultative functions for Agency managers and other user staff relative to all facets of bureau operations. The Assistant Bureau Chief is responsible for representing the Agency as spokesperson in a liaison capacity with federal and state agencies, and other agency bureaus and divisions.

The Assistant Chief will be responsible for developing, coordinating and managing special projects of varying size and complexity involving BIS program area and user participation. Responsibilities include reviewing, analyzing and granting final authorization on all Payroll, Personnel, Programmatic and Administrative Accounting System (PAAS), Recipient Benefits/Third Party Liability (TPL) system enhancements and security changes.

The successful candidate will possess a bachelor's degree with preferred coursework in business, public administration, information systems; experience equivalent to five (5) years of administration in a public or private business organization; extensive technical writing experience, including but not limited to, the development of Request for Proposals (RFPs), Advanced Planning Documents (APDs), feasibility studies and related documents; extensive healthcare technology experience with a large

provider, health insurer, government agency, or research institution; experience as a business analyst interfacing between business and information technology departments; thorough knowledge of IT system design, commercial off-the-shelf software packages and hardware components. Additionally, the candidate must have the ability to travel.

Manager of Claims Unit – Medicaid Management Information System (MMIS) – Position Code 62-670

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of Manager of Claims Unit MMIS. The Manager will plan, direct and evaluate the operations of the Claims Unit of MMIS, which includes overseeing the Hospital Claims Support, Data Entry, and Non-Institutional Provider sub-systems (NIPS). The Manager will be responsible for monitoring the overall system design and development of these sub-systems. The Manager will receive and analyze requests from system users for new developments or modifications to the Hospital Claims Support, Data Entry and NIPS/Pharmacy sub-systems and communicates with users to provide system perspective input and guidance related to requests. The Manager will be in direct contact with all Information Services Division executive teams regarding enhancements and resolutions to inefficiencies within the system and sub-systems.

The successful candidate will possess a bachelor's degree with preferred coursework in business, public administration, information systems; experience equivalent to four (4) years of administration in a public or business organization; working knowledge with design and implementation of technical solutions to medical claims payment systems; extensive technical writing experience, including, but not limited to, the development of Request for Proposals (RFPs), Advanced Planning Documents (APDs), feasibility studies, and related documents; thorough knowledge of IT system design, commercial off-the-shelf software packages and hardware components. Additionally, the candidate must have the ability to travel.

System Architect – Office of Information Services (OIS) – Position Code 62-410

The Illinois Department of Healthcare and Family Services (HFS) is currently accepting applications for the position of System Architect of the major medical systems of the Office of Information Services (OIS). The System Architect will determine project requirements for technical staff to ensure interoperability between current and new systems. The System Architect will direct and evaluate the testing of software used for data process modeling and data normalization; review, evaluate and provide formal recommendations to the Project Manager, Bureau Chief, and/or Chief Information Officer on the purchase of a new system and/or enhancements to existing systems.

The successful candidate will possess a bachelor's degree with preferred coursework in computer science or information technology; prior experience equivalent to five (5) years of computer science or IT administration in a public or business organization; extensive healthcare technology experience with a large provider, health insurer, government agency, or research institution; experience as a business analyst interfacing between business and information technology departments. Additionally, the candidate must have the ability to travel.

For All Positions: Compensation shall include an excellent benefit package and salary range commensurate with the State's Senior Public Service Administrator job title. Interested applicants should apply either **by mail to the address below** or **by e-mail** to HFS.MedicaidDirector, by completing a CMS100 application and attaching a cover letter and resume. The CMS100 application can be found at <http://work.illinois.gov/download.htm>. The cover letter should clearly indicate for which position(s) you are applying by position code(s) and should describe how your experience and

career goals qualify you for the position(s). **Applications sent via e-mail should indicate in the subject line:** Application for Position Code XX-XXX, replacing the Xs with the actual position code(s).

Applications sent by mail should be addressed to:

Department of Healthcare and Family Services
Division of Medical Programs
Office Number 3-90
201 South Grand Avenue East – 3rd Floor
Springfield, IL 62763

To ensure your application is considered, it should be received by March 5, 2012. Scoring of applications will be based on several categories, including education; comparable knowledge and experience; communication skills; supervisory and management experience; and veteran's preference.

HFS is an equal opportunity employer.