

UW HEALTH JOB DESCRIPTION

Managed Care Contracting Specialist

Job Code: 310004	FLSA Status: Non-Exempt	Mgt. Approval: J. Nowicki	Date: October 2023
Department: Managed Care		HR Approval: B. Haak	Date: October 2023

JOB SUMMARY

The Managed Care Contracting Specialist is responsible for providing analytical and database support to the Managed Care Contracting Department. The main responsibility is to maintain systems for communication of contract rates and key contract clauses across the enterprise to all provider entities. Duties include serving as the main administrator for the contracting database and developing and maintaining rate sheets/fiscal summaries and other tools to provide key contract information to Revenue Cycle teams at all hospitals and providers, including UW Health, UnityPoint Meriter, UW Rehabilitation Hospital, UW Health Care Direct and other affiliates. These contracts represent significant portions of provider revenues. The contracting database provides resources and critical information to all providers and this position is the system administrator and primary point of contact. The fiscal summaries assist in maintaining a financial system that calculates expected payment at the time of billing, posts allowances to the patient financial system and allows examination of compliance of actual payment to expected payment. This position also manages and maintains Contract Management for Experian, which calculates expected payment for the physician claims and includes maintenance of multiple physician rate schedules, including Ambulatory Surgery schedules and provider participation lists. The Specialist creates and maintains tools for tracking important capitation and membership information. This position provides contract performance monitoring, rate development and evaluation, ad-hoc reporting and other analytical and operational support, including contracting database support.

This position builds and maintains relationships internally and interacts with internal parties regarding questions on rates, contract terms, rate structure and development and reconciliation of contract provisions. This position also manages relationships with external vendors, including routine meetings, providing references and troubleshooting issues.

MAJOR RESPONSIBILITIES

1. Manage the Cobblestone Insight database, including:
 - System administrator duties
 - Management of data, bulk imports, fields, reports, dashboards and docks
 - User management, including define security roles and access
 - Manage updates/new releases
 - Communicate with end users
 - Provide training and support, assist with documentation
 - Serve as primary liaison between UW Health and Cobblestone
 - Track and manage issues, support tickets and enhancement requests
 - Serve as subject matter expert, including staying up to date on best practices
 - Develop and modify dashboards and fields to meet business needs
2. Responsible for maintaining fiscal summaries for provider entities that provide details on hospital, physician, home health, and other rates. This position will:
 - Stay abreast of renewals, amendments and other contract changes
 - Provide timely updates to the fiscal summaries to reflect these changes
 - Work with the patient accounting and contracting staff throughout UW Health to improve the accuracy and ease of use of the fiscal summaries
 - Communicate feedback on fiscal summaries and contract provisions to the Contracting Dept.
 - Manage rate changes throughout the year and communicate effectively to all provider entities
3. Manage and maintain physician and ambulatory surgery center reimbursement schedules in Experian's Contract Management Tool, including but not limited to:
 - Create and maintain reimbursement terms for Contract Codes
 - Provide rate updates and support for all Contract Codes
 - Physician participation maintenance
 - Analysis of rate proposals for physicians and ASCs
 - Monitor software enhancements
 - Develop and distribute reports
 - Serve as a resource for Business Office staff to respond to questions and prioritize issues

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4. Assist with rate development for Provider entities. Utilize the various software tools that assist, such as Experian or Excel
5. Maintain skills for reporting tools, including Qlikview, Launchpad and other internal reporting software. Support the department for ad-hoc report requests including routine projects, such as the Wisconsin Medicaid Average Commercial Reimbursement project.
6. Provide analytical support to the Contracting Department, including preparation of reports in Powerpoint, for Board and Committee presentations.
7. Payer/Plan monitoring and maintenance. Monitor new and terminating plans, audit plans and assist in process improvement.
8. Create, maintain and update various spreadsheets and tools for reference and reporting purposes, including, but not limited to: Membership reports, capitation reports, etc. Develop and maintain process to communicate this information to appropriate parties on a routine basis.
9. Support maintenance of current, termed and historical files.
10. Perform other projects and duties as assigned

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Bachelor's degree
Work Experience	Minimum	Two (2) years' professional experience in business, healthcare, physician or hospital billing or relevant work experience
	Preferred	Work experience in database management, business, physician or hospital billing, healthcare or other relevant experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		
<ul style="list-style-type: none"> Ability to learn computer and application skills as applicable to role, including MS Office products such as Excel, Word, Outlook, as well as some contracting specific tools and reporting programs Ability to interact with and work around people, professional demeanor and to provide excellent customer service Ability to make judgments in demanding situations Ability to be self-directed and meet deadlines Ability to react to frequent changes in duties and volume of work Effective communication skills with excellent written skills Ability to listen empathetically Ability to logically organize details and strong analytical skills Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish Ability to manage multiple concurrent activities Ability to maintain a high level of confidentiality Excellent organizational skills 		

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible	Up to 20#	Up to 10# or requires significant walking or standing, or requires	Negligible or constant push/pull of

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	amount, a job is in this category when it requires walking or standing to a significant degree.		pushing/pulling of arm/leg controls	items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.