



**Position/Job Title:** Contracts Administrator  
**Reports to:** Business Operations Director  
**Revision Date:** 01/27/2020  
**Job Code:** 310  
**Pay Class/Status:** Professional - Exempt

**Summary:**

Reporting to the Business Operations Director, the Contracts Administrator is responsible for the administration and support of activities related to all aspects of contracting at IHP to include health plan contracting, vendor contracting, and group purchasing contracts. She/he is responsible for working independently and in collaboration with physician practices and other teams to support contract maintenance and updating initiatives. The Administrator is the primary liaison with health plans related to incentive, shared savings, and risk programs. She/he manages the enrollment/disenrollment of participating practices with group purchasing agreements.

**Essential Functions:**

1. Maintains comprehensive knowledge of health plan contracts, CMS and state Medicaid initiatives, delegation agreements, and incentive programs, including compliance, reporting requirements, HEDIS, and cost/utilization measures.
2. Supports executive leadership with the execution and dissemination of new and revised contracts and health plan fee schedules.
3. Develops and maintains internal and external contract summary materials detailing the contract terms, scope, and contractual obligations. Provides education to staff and IHP members.
4. Assists in development of a contract performance dashboard. Updates performance metrics monthly based on feedback/reports received from health plans or other incentive programs and in collaboration with the HIS department.
5. Participates in the risk contracting workgroup, sharing current performance data with appropriate IHP staff.
6. Assists in the development of and maintains a database containing contract details, including contract terms, reimbursement methodology, reporting requirements, performance metrics and timelines, incentive payment details, rates, and renewal timeframes.
7. Communicates new and updated contract and incentive program details to provider offices and appropriate staff as they occur.
8. Reviews contracts and delegation agreements and performs audits to ensure contractual obligations are met. Communicates timely any concerns noted with adherence to contractual obligations.

9. Understands and initiates action on health plan/program deadlines for contract participation, such as completion of attestations, or other required periodic activities, and communicates same to appropriate staff.
10. Monitors fee schedule updates routinely, analyzes impact, conducts research as necessary and disseminates information.
11. Monitors receipt of incentive payments, in collaboration with finance staff, and prepares packets, including memos, for incentive distribution.
12. Prepares routine updates for IHP staff and provider offices, including the monthly announcements, CPC+ biweekly announcements, and care manager billing and training guides, in collaboration with the Population Health Manager.
13. Participates in webinars and meetings; attends regional health plan meetings; coordinates internal meetings with health plan representatives; and monitors health plan websites and publications. Understands effects of changes and cascades information internally and externally.
14. Coordinates with appropriate internal staff to assure all have information needed to complete their responsibilities related to the contract.
15. Researches questions and troubleshoots issues; and monitors office deliverables regarding health plan or other provider incentive programs.
16. Cultivates and grows collaborative relationships with health plan representatives in order to understand and communicate health plan market, strategy, and product offerings.

#### **Additional Responsibilities/Duties:**

(The following examples are intended to be descriptive but not restrictive.)

1. Surveys providers periodically to determine satisfaction with health plan contracts.
2. Provides back-up support by assisting with provider contracting and onboarding new IHP providers, including stock participation agreements, Business Associate Agreements, acknowledgement forms, and database maintenance.
3. Provides back-up support for health plan reporting for provider recredentialing, additions, terminations, and updates.
4. Supports the Quality Improvement Team with Blue Cross Blue Shield of Michigan's Physician Group Incentive Program (PGIP) by developing and maintaining resources, such as HEDIS materials, to assist offices in achieving program goals.
5. Assists in new member orientation.
6. Participates fully as a member of the Business Operations team, including participating in culture development and building a strong team for delivering IHP's mission.
7. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, vision, values, organizational context, code of conduct, and customer service standards.
8. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
9. Committed to continuing professional development.
10. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program & Code of Conduct as well as other policies and procedures, in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.
11. Performs related duties as assigned.

## **Education/Experience**

### Required Education and Experience:

1. Bachelor's Degree in health care related field or in another field with requisite experience required.
2. Three (3) years of related professional experience, including a strong working knowledge and experience in health care is essential.
3. Experience and/or ability to work with diverse populations.

### Preferred Education and Experience:

1. Three (3) years of experience in contract administration, quality improvement, data management, or working with a health plan is desired.
2. Experience with medical terminology, coding, and medical billing preferred.
3. Proficient in use of the Microsoft Office suite of products; Word, Excel, and Outlook; Access preferred.

## **Professional Competencies, Licensure/Certification, Etc.:**

### Competencies:

Communication skills	Analytical skills
Interpersonal skills	Grammar and spelling skills
Customer relations skills	Reading comprehension skills
Computer skills	Organizational skills
Microsoft Outlook, Excel, Word, Access	Basic math skills
Demonstrate and maintain high level of accuracy	Time management skills
Problems solving skills	Clerical skills

Licensure/Certification: N/A

### **Work Environment:**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This is largely a desk-bound role; however, frequent movement throughout the office is required. Frequent sitting, standing, and walking are daily activities. Some bending and filing may be required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary

### **Position Type/Expected Hours of Work:**

This is a full-time position. Days and hours of work are Monday through Friday. Hours of operation are typically 8:00 a.m. to 5:00 p.m. with some scheduled evening events. Work hours

may vary by position with some positions requiring extended workdays depending on business needs. A typical work week for an exempt position averages 45 hours worked per week.

**Travel:**

This position requires up to 10 percent travel. Majority of travel will be in Southwest Michigan; however, additional travel may be required as needed.

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The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.