Job Posting

**TITLE**
16153 Quality, Cost and Utilization Manager

**CATEGORIES**
Full-Time

**CLASSIFICATION**
System Administrator II

**CLOSING DATE**
10/5/16

**PERCENT OF TIME**
100

**PERSONNEL CODE**
16153

**PROGRAM**
Utilization Management

**SALARY**
$80,000 – $92,000

**JOB INFORMATION**
Journey Mental Health Center is an Equal Opportunity/Affirmative Action Employer. It is the agency’s belief that staff diversity and cultural humility are the foundation for services, which are accessible, effective, and relevant to the diverse needs of children, youth, families and adults. Individuals from all walks of life are strongly encouraged to apply.

**ABOUT THE POSITION**
We have an opening for a **Quality, Cost and Utilization Manager** in our **Utilization Management** program! The Quality, Cost and Utilization Manager (“Manager”) will report to the Associate Director of Business Development and is responsible for the day-to-day operations of JMHC’s utilization management (“UM”), cost and quality activities. The Manager will lead the data warehouse function in collaboration with his/her manager, peers, directors, and administration. The Manager will help develop, monitor, and evaluate JMHC’s services to ensure consumers receive access to culturally competent, high quality, timely, medically necessary services in the most appropriate setting and in a cost-effective manner.

**BENEFITS THAT COME WITH WORKING AT JOURNEY!**
Journey is on the cutting edge of providing services to those in our community who suffer from substance use, mental health and related medical illnesses. We are a training ground for local colleges and others in the behavioral healthcare field. Our staff includes clinical interns as well as seasoned employees who have decades of longevity!

**TRAINING**
Journey has a long-standing reputation as a training home and provides opportunities to earn post-degree supervised hours to qualify for licensure. Journey is an ACEP (Approved Continuing Education Provider) organization with national status. Journey provides ongoing trainings that satisfy continuing education requirements for licensure renewal and a Substance Use Disorder series designed to earn certification as a Substance Use Counselor. Trainings are generally provided at
the main campus and are at no cost to staff to fulfill Journey’s mission of being a center of excellence.

COMPENSATION FOR CREDENTIALS
As staff increase their knowledge, the value to consumers, the community and other Journey staff is heightened. As a result, Journey provides additional compensation to staff as they obtain degrees, licenses and certifications.

GROWTH OPPORTUNITIES
Journey provides a wide variety of services, ranging from general counseling, hospital and jail diversion programs to providing resources to specific cultures in our community. With our continuous growth, opportunities for movement throughout our agency are numerous.

BENEFIT PACKAGE
To insure a healthy life/work balance we offer 5 weeks paid time off your first year in addition to 9 paid holidays! If you qualify, also included are health, dental, life, disability, long-term care insurances. Our retirement options include both a 403b and a fully vested pension plan after just one year!

If you are interested in making a difference in your community, we would appreciate the opportunity to review your resume! Please submit your resume to hr.employment@journeymhc.org.

FOLLOWING IS ADDITIONAL INFORMATION:
QUALIFICATIONS:
ESSENTIAL

- PhD in a health services field.
- Experience in utilization management activities.
- Meets relevant state licensing requirements.
- Knowledge of managed care delivery systems and health benefits.
- Five years of data analysis experience in a data warehouse related role as a designer, developer or business intelligence analyst.
- Five years of hands on experience in researching, capturing, documenting, and sharing details on data analysis rules that impact data movement in a data warehouse environment.
- Strong organizational and leadership abilities.
- Excellent verbal and written communication skills.
- Possession of a valid driver’s license, a favorable driving record, adequate insurance (per WI law) and access to an automobile.

PREFERRED

- Fluency in Spanish or one of the Southeast Asian dialects in addition to English
- Demonstrated ability to manage in a large, complex non-profit with multiple funding streams and contract compliance requirements.
- Knowledge and understanding of federal and state certification requirements and administrative codes for a variety of services.

RESPONSIBILITIES:
A. Administrative

1. Define and oversee quality, cost and UM initiatives.
2. Develop and maintain a comprehensive work plan to establish a data warehouse of reports.
3. Establish cost, quality and utilization review metrics.
4. Create and implement policies and procedures.

B. Data Analysis and Reporting

1. Develop data requirements, validate and trace downstream implementation.
2. Perform data analysis and prepare reports to assist in evaluating performance and health care value.
3. Conduct review of provider data trends and utilization patterns, identify outliers and make recommendations for improvement.
4. Leverage clinical knowledge, business rules, regulatory guidelines and policies and procedures to determine clinical appropriateness.

C. Supervision

1. The Program of Utilization Management will be expanding. Supervision of staff will become an expected responsibility of this position.

The above statements are not to be interpreted as an exhaustive list, but are intended to describe the general nature and level of work being performed by this employee.

ADDITIONAL INFORMATION

Send your resume to hr.employment@journeymhc.org or applications are available:

- at www.journeymhc.org/careers
- or pickup at Journey Mental Health Center, 25 Kessel Ct., Suite 105 Madison, between 8 a.m. and 6 p.m. Monday-Thursday and 8 a.m. to 5 p.m. Friday

Employment is contingent upon a receipt of favorable results of background history and driver’s record check.

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