

Neighborhood Health Plan

Chief Operating Officer

Providence, RI

The Organization

The mission of Neighborhood Health Plan of Rhode Island (“Neighborhood”), an innovative health plan in partnership with Community Health Centers, is to secure access to high quality, cost-effective health care for Rhode Island’s at-risk populations. Neighborhood was founded in December 1993 by Rhode Island’s community health centers. With 90,000 enrollees, Neighborhood serves 66% of all Medicaid managed care participants and 50% of all Medicaid enrollees in Rhode Island. Neighborhood revenue has grown by 112 percent over the last five years and the business was ranked as the 6th Fastest Growing Private Company in RI by the *Providence Business News* in 2010. Neighborhood is ranked as the #7 Medicaid Health Insurance Plan in America by the National Committee for Quality Assurance (NCQA). Employing 225, the \$400 million Neighborhood is a 501c3 organization with a 15-member board. See www.NHPRI.org for more information. Neighborhood is an Equal Opportunity Employer.

Neighborhood is a network model HMO serving four Medicaid populations in Rhode Island: families with low to moderate income, children with special health care needs, all children in the RI foster care system and Medicaid-only adults. With a provider network exceeding 900 Primary Care practitioners, 42% of Neighborhood’s members receive their primary care at one of the 21 Community Health Centers in RI. Neighborhood’s network includes about 2,700 specialists, 480 Behavioral Health Providers, all the hospitals and nearly every pharmacy in the state.

Neighborhood’s vision is:

- That everyone in Rhode Island has comprehensive healthcare coverage and access to high-quality health care.
- That Community Health Centers be models for the delivery of high-quality, cost-effective primary care and the building blocks of community health in their respective communities.
- To transform health care delivery as an essential partner in the state's Medicaid program.
- For Neighborhood members are actively engaged in their health and health care.

Neighborhood’s values incorporate:

- Ardently Advocating for Members.
- Fostering Partnerships.
- Innovating to Improve the Health Care System.
- Demonstrating Value to improve health outcomes, lower costs and ensure access to care.
- Passionately Promoting Health Equity.
- Creating an Exceptional Workplace.

The Position

Reporting directly to the CEO, the Chief Operating Officer (COO) of Neighborhood will be responsible for ensuring that key operational performance functions are maintained and improved. This includes claims operations, quality assurance, customer service and call center management, information technology, project management and provider relations /contracting. The COO will serve as part of corporate leadership team providing strategic direction and management for Neighborhood, so ideally will have participated in strategic planning processes. As the lead senior executive overseeing operations, he or she ensures that Neighborhood effectively and efficiently uses and plans for information technology resources. Specific responsibilities incorporate:

Operations

- Directing all claims operations to include insuring that claims inventory is managed at acceptable levels and that contractual processing guidelines are met. Claims quality management includes COB and TPL as well as appeals. The quality group also performs ongoing audits based on industry best practices.
- Maintaining the exceptional record of customer service in call center operations, which include all member and provider inbound and outbound calls.

Information Systems

- Leading the Information Technology department.
- Guiding the varied uses of Neighborhood's core claims and information system throughout the company, and providing adequate oversight of key vendors responsible for supporting Neighborhood's core claims.
- Directing the Project Management Office.

Provider Services and Relationships

- Leading all provider services activities that include provider service and contracting. Leading hospital contract negotiation as well as Community Health Center negotiation. Supporting all network contracting activities and playing an integral role in setting network development strategy.
- Provide leadership in implementing new models of provider payment, including incentive-based and bundled payment systems

Corporate Leadership

- Bringing an Operations perspective to periodic strategic planning efforts.
- Helping set organizational policies and procedures and modeling expected organizational behaviors for team and colleagues. Integrating principles of quality management into daily work. Serving as a key partner on Senior Leadership and Senior Management Teams.
- Identifying and addressing opportunities for administrative expense management, and being a key partner in identifying opportunities for medical expense reduction and implementing the appropriate changes.
- Overseeing budgetary planning and implementation within areas of responsibility.
- Representing Neighborhood in various public settings and association meetings.

The potential exists for restructuring the responsibilities of the position based on a candidate's unique experience.

The Candidate

With a Bachelor's degree required and graduate training desirable, the right COO will have at least 10 years progressive operations management responsibility in health insurance or a similar setting. Important for success in this role is:

- Commitment to mission and values of Neighborhood.
- Previous experience as part of a senior management team.
- A track record in operations management.
- Successful leadership of major, multifaceted projects.
- A solid track record in a workplace that is highly diverse.
- Strong abilities in financial oversight, contract negotiation and management.
- An understanding of the dynamic nature of the current health care arena, and how changes in policy and regulation trickle down to impact Neighborhood.
- Ideally, familiarity with a Medicaid environment.
- Able to provide the type of operational leadership necessary to ensure that Neighborhood continues the same pattern of growth that it has achieved over the last five years.

The right person will have served as an effective change agent leading an organization through times of transition. He or she must have thrived in a goal-oriented culture and know how to lead departmental and cross-functional teams. Personal characteristics of the new COO optimally include:

- A warm and engaging style, for use both inside and outside the organization.
- The temperament to invest in building personal working relationships.
- A work style that features high visibility and transparent communication.
- True "ownership" of the position, accepting bottom-line responsibility and accountability for operations.
- An action-oriented style that emphasizes accountability for tangible results
- A dynamic personality which can be forceful as necessary
- Confidence, strength and leadership credibility.
- A highly collaborative, teamwork orientation.
- Being driven by quality and service excellence.
- Overall common sense, breadth of experience and business acumen.
- Honesty and integrity, reliability, trustworthiness and responsiveness.
- Compassion, warmth and respect, with a high "Emotional Quotient."
- A hands-on, unpretentious, open and easily accessible style.
- A practical, decisive, action-orientation that is supported by thoughtful analysis and appropriate attention to organizational dynamics.
- Strong attention to detail that serves a big-picture strategic vision.
- Diplomacy and political savvy.
- Ideally, being bi- or tri-lingual.

The Community

Located about an hour southwest of Boston, Providence, RI is a rejuvenated, beautiful and historical city offering a very wide range of cultural, educational, recreation and professional opportunities, as well as easy access to the shore. For more information see <http://cityof.providenceri.com>.

Compensation

A compensation package will be constructed commensurate with the background and experience of the selected candidate and includes a comprehensive benefits program. Most significant is the opportunity to assume a key leadership role in a healthy organization at the forefront of its profession.

For More Information

We appreciate and value all referrals. Interested parties send resume and cover letter to NHPRIChiefOperatingOfficer1996@ZurickDavis.com. For additional questions please contact **Jeff Zegas** or **Annette Cooke** at 781.938.1975. All contact with our office will remain confidential.