

CAQH Position Description

Position: Manager, Provider Implementations & Engagement

Reports To: Sr. Manager, Operations – Client Implementations

Department: Solutions – Operations

Date: April 2021

Position Summary:

The Manager, Provider Implementations & Engagement is a contributing member of the Operations team and works closely with cross-functional teams including Account Management, Business Development, Communications & Marketing and Product Management to support CAQH organizational goals. This position is responsible for strategy, prioritization, design, execution, tracking and implementation of provider engagement among CAQH Solutions. This includes outreach to practice managers and other non-provider leaders of group practices. The goal is to increase provider awareness and participation in all applicable CAQH Solutions initiatives. **This is a full-time, exempt, remote position.**

Specific Responsibilities:

Provider Organization Implementation and Engagement:

- Responsible for establishing and building strong, lasting relationships with provider organizations/groups.
- Assist provider organizations/groups at the director level to strategize on how to set up, manage and enhance their use of CAQH Solutions with understanding of provider directories, delegated arrangements, credentialing, plan enrollment, regulatory requirements from the group and health plan perspective.
- Responsible for onboarding groups into CAQH ProView (delegated and non-delegated) by leading demos and implementations sessions.
- Responsible for migrating existing non-delegated groups from CAQH ProView for Groups system to core CAQH ProView.
- Act as day-to-day project manager for formal CAQH relationships with provider organizations/groups.
- Responsible for tracking provider organization adoption, solution usage, user satisfaction, and level of engagement with CAQH Solutions.

Product and Operations Support and Engagement:

- Support the Product and Operations team by reviewing/editing provider-facing communication to ensure that it is clear, well-written and adheres to CAQH editorial standards. Coordinate sending notices of solutions updates and releases to providers and/or practice managers by email or other cost-effective means.
- Work with staff to determine the best way to obtain and manage updated provider and practice manager lists for outreach.
- Share provider feedback collected in outreach with providers and practice managers with CAQH stakeholders for potential improvements to the solutions (or additional how-to documentation). Articulate how these changes would facilitate provider use and increase provider adoption.

Marketing Campaigns for Providers:

- The Manager, Provider Implementations & Engagement will develop a deep understanding of each CAQH provider data solution that requires voluntary healthcare provider participation, such as CAQH ProView and DirectAssure.
- For each of these CAQH Solutions, create a detailed campaign plan to drive adoption of CAQH Solutions by new providers and increase usage (including frequency of use) among existing provider-

users. Raise awareness among providers on the need for, and value of, accurate, timely provider data in healthcare. Each annual plan will include objectives, target audiences, strategies, tactics, metrics, and a timeline for all activities.

Skills:

- Familiarity with best practices for professional services marketing, using a variety of cost-effective tactics, including email and social marketing.
- Ability to handle multiple tasks seamlessly. Strong attention to detail and the ability to follow-up consistently to resolve concerns and ensure client satisfaction.
- Excellent organizational, prioritization and time management skills; excellent project management skills.
- Excellent written and verbal communication skills.
- Ability to interact and work closely with all levels of internal and external staff.
- Ability to work independently and sustain high level of motivation and enthusiasm.
- Possess a strong work ethic and desire to contribute individually, to the team, and to the organization.
- Proficiency with Microsoft Office, Word, Excel, PowerPoint.

Experience:

- Five or more years of client management experience preferred.
- Experience in healthcare provider data management preferred.
- Experience utilizing provider data management systems preferred.
- Exceptional written and verbal communication skills and data management understanding required.

Education:

- B.A. or B.S. degree required.

WHO WE ARE

Named one of the “Best Places to Work” by Modern Healthcare for five consecutive years, CAQH has helped nearly 1,000 health plans, 1.6 million providers, government entities and vendors connect, exchange information and operate more efficiently. CAQH technology-enabled solutions and its Committee on Operating Rules for Information Exchange (CORE) bring the healthcare industry together to make sharing business information more automated, predictable and consistent. CAQH Explorations researches opportunities to reduce the burden of manual processes in healthcare administration.

WHAT YOU GET

CAQH recognizes that its most important asset is its growing team of smart, creative, collaborative, forward-thinking and passionate professionals – and that a comprehensive employee benefits package is an important factor for them in choosing where to work. CAQH offers competitive compensation along with an extensive benefits package for all full-time employees, including medical, dental and vision coverage, tuition assistance and a 401k. We offer full-time remote work to all staff from any location and maintain a physical office (with many amenities) in downtown Washington, DC.

CAQH is an equal opportunity employer. It is our policy to recruit, hire, train, and promote individuals, as well as administer any and all personnel actions, without regard to race, color, religion, sex, national origin or ancestry, age, marital status, disability, protected veteran status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence, or any other characteristic protected by law. CAQH will not tolerate any unlawful discrimination and any such conduct is strictly prohibited.

Applicants have rights under the [Family Medical Leave Act \(FMLA\)](#), [Equal Employment Opportunity \(EEO\)](#), and the [Employee Polygraph Protection Act \(EPPA\)](#). If you are interested in applying for employment with CAQH and need an accommodation to apply for a posted position, contact CAQH Human Resources at 202-517-0436.