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## CAQH Position Description

**Position:** Director, Product Management – Payer Data Solutions

**Department:** CAQH Solutions

**Reports To:** Vice President, Product Management

**Date:** February 2022

### Seeking to fill two positions:

- One with Domain experience in healthcare payment integrity products with a focus on Coordination of Benefits, overpayment identification and recovery, and fraud waste and abuse detection.
- A second with Domain experience in healthcare provider data products with a focus on Provider Credentialing (data collection and Primary Source Verification), Provider Directory Management, Provider Data Quality Improvement, and Machine Learning practices.

### Position Summary:

The Director, Product Management guides multiple teams that are responsible for the overall health and success of more than one innovative solution that transforms the healthcare system. This includes increasing user adoption and working with marketing and business development to increase sales of existing products, as well as developing new solutions and driving them into the marketplace. The Director will build and launch multiple products from existing ideas and help to develop new ideas based on industry experience and her/his contact with customers and prospects. The Director, Product Management must possess a blend of product, business, and technical expertise; a big-picture vision, and the drive to make that a reality.

The Director, Product Management will work with all areas of the company. They will work with a development counterpart to define product release requirements and plans. They will work with marketing to define the go-to-market strategy and market research needs, helping them to understand the product positioning, key benefits, and possible target customers. The Director, Product Management will work with the business development, account management, and operations teams to create repeatable and reliable matrixed processes and full product features for multiple products. They will also serve as the internal and external evangelist for their products. The Director, Product Management reports to the Vice President, Product Management in the CAQH Solutions organization. **This is a full-time, exempt, remote position.**

### Specific Responsibilities:

#### Product Strategy and Development:

- Act as the strategic product or portfolio lead/owner for new and existing products; work with cross-functional teams to evaluate and define new products that align with the organizational strategy.
- Manage the entire product lifecycle from strategic planning to tactical activities for multiple products.
- Create and manage the product roadmap for multiple solutions, including the overall prioritization of product enhancements requested by internal and external stakeholders in alignment with organizational objectives and collaboration with internal functional areas.

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- Support market research, identification of market problems, development of business cases with return on investments, and design conceptual solutions for existing and new CAQH Solutions.
  - Evangelize assigned product concepts internally and externally to obtain buy-in and drive industry adoption.
  - Coordinate across matrix resources to execute product design reviews, changes, and implementations for multiple solutions.
  - Drive the development, commercialization, growth, maturity, and retirement of assigned new and existing products.
  - Measure and report the actual results of the product strategy to its plan monthly.

#### Go-to-Market:

- Support Marketing in the development and implementation of a company-wide go-to-market plan, working with all departments to execute flawlessly.

#### Sales/Account Management Enablement:

- Support internal sales teams by assisting with the development of a repeatable sales and account management process, including sales materials and tools, conducting sales training, identifying new markets, and advising on short and long-term sales and account management strategies for existing/new products.

#### Operations Enablement:

- Support operations by soliciting input from the Operations team regarding the product design and features for a smooth transition to implementations and ongoing operations support.

#### Technology Enablement:

- Support Technology by soliciting input from technology areas (software development, infrastructure, architecture, and security to ensure a stable, cost-effective build, run, and maintenance platform for each product).

#### Thought Leadership:

- Promote leading healthcare industry and organizational thinking, cultivate new ideas, foster innovation, provide subject matter expertise across settings, and mentor/coach staff members.

#### **Supervisory Responsibility:**

The Director, Product Management will supervise a team of product staff.

#### **Skills:**

- Ability to collaborate with Marketing to conduct market research, develop business cases, and design conceptual solutions based on business strategies and market needs.
- Ability to document business, market or product requirements and create functional design specifications based on standards defined by technology.
- Ability to communicate clearly and concisely with business and technical stakeholders using their terminology.

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- Ability to work collaboratively and effectively across matrix organizations in a fast-paced, entrepreneurial environment.

#### Experience:

- 8+ years in product development / product management.
- Ability to support product development with a heavily technology-based focus.
- 10+ years managing healthcare technology products.
- Domain experience in healthcare payment integrity products with a focus on Coordination of Benefits, overpayment identification and recovery, and fraud waste and abuse detection.
- Domain experience in healthcare provider data products with a focus on Provider Credentialing (data collection and Primary Source Verification), Provider Directory Management, Provider Data Quality Improvement, and Machine Learning practices.

#### Education:

- Bachelor's degree required.
- Master's degree preferred.
- Degrees in healthcare administration, public health, or technology disciplines preferred.

#### 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.