

## CAQH Position Description

**Position:** Associate Director, Innovation

**Department:** CORE

**Reports To:** CAQH CORE Director

**Date:** May 2017

The CAQH CORE Associate Director, Innovation leads new rule writing efforts, produces new operating rules and partners with the CAQH CORE team to identify trends, potential partnership opportunities, market strategies and new business options across CAQH CORE. A successful CAQH CORE Associate Director must possess a unique blend of research and data analysis skills; a strategic and collaborative mindset, and product implementation experience to translate findings into concrete operating rules or other business opportunities.

The position researches industry needs, tracks industry thought leadership; identifies potential partnership goals for future CAQH CORE operating rules; and contributes to establishing growth or impact estimates across CAQH CORE business areas. A key responsibility of the Associate Director, Innovations is leading the identification and development of potential new operating rule, other business opportunities and meaningful expansion of existing CAQH CORE business areas. To manage this pipeline development, the Associate Director, Innovations drafts the strategic plan for rule writing and related opportunities, and collaborate on how these efforts complement the other CAQH CORE strategic goals and associated deliverables. The CAQH CORE Associate Director, Innovation reports to the CAQH CORE Managing Director; the position is full time, exempt.

### RESPONSIBILITIES:

- **Lead day to day activities of CAQH CORE new operating rule and related business development.**
  - Identify, manage, create, review and present pertinent data analyses and trending from both internal and external sources to produce opportunity analyses.
  - Partner with CAQH CORE Participants, industry experts and team members to establish impact analyses for targeted opportunities, and relational dependencies across other CAQH CORE business areas.
  - Provide in-depth research and knowledge of competitive organizations and associated work products.
  - Use research and trending findings to create a consolidated pipeline of potential new CAQH CORE operating rules, related products and collaborate with CAQH CORE leadership and team to launch deliverables.
  - Convene and lead Advisory and/or Subgroups of CAQH CORE Participants related to new operating rule or related business development.
- **Grow CAQH CORE relationships with key industry partners.**
  - Collaborate with CAQH CORE leadership to strengthen and maintain existing CAQH CORE relationships and foster new strategic partnerships.
  - Articulate our value proposition so that it empowers current and prospective CAQH

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- CORE Participants to galvanize support for our mission and vision within their respective organization.
  - Attend healthcare conferences and/or other meetings as appropriate with intent to source and/or reinforce partnership opportunities.
  - Work internally to foster mutually beneficial working relationships with other CAQH initiatives as appropriate.
  - **Drive future rule writing work efforts and adoption.**
    - Evolve existing and design new processes to support new operating rules and related products.
    - Develop criteria and research that helps the CAQH CORE Participants and the market at-large coalesce around new CAQH CORE operating rules and related opportunities including those that may be considered for federal mandate given CAQH CORE's role as the designed HHS operating rule author.
    - Lead new operating rule or related business prioritization based on strategic fit, and financial/market impact consistent with the CAQH CORE mission/vision.
  - **Ensure consistent and high quality work products.**
    - Work with team to prepare materials to support respective internal and external rule writing and related discussions.
    - Effectively manage contracted consultants (within allocated budget). Collaborate with the consultants to identify and document potential technical implementation issues and possible solutions in preparation for review.
    - Lead the drafting and product delivery associated with new operating rule packages including roll out, communications, website update, etc.
    - Coordinate with CAQH CORE Project Assistant to ensure scheduling and logistical support are operating efficiently.
    - Other duties as assigned.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Strong understanding of and experience in the business-to-business side of healthcare, including emerging value-based payment models.
- Extensive background in healthcare billing and payment processes and the revenue cycle.
- Problem solver with a commitment to creating high quality deliverables under tight deadlines.
- Ability to set and manage priorities and drive collaborative agendas.
- Excellent writing and editing skills. Ability to write about complex issues clearly and concisely and strong documentation skills.
- Proven ability to motivate in a team-oriented, time-pressured environment.
- Ability to plan, organize and effectively present concepts.
- Skilled in organizing the evaluation of information from a variety of sources in order to create fact-based recommendations.
- Proactive nature with desire to influence through action.
- Willingness and ability to manage project teams comprised of reporting/project staff, volunteers and consultants often representing divergent views.
- Prior and in-depth knowledge of HIPAA transaction standards preferred.
- Ability to simultaneously manage multiple assignments and create comprehensive work

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- plans.
  - Excellent interpersonal communication and conflict resolution skills.
  - Attention to detail is a critical requirement.

### **SUPERVISORY RESPONSIBILITY:**

- Consultants, as relevant and appropriate.
- 1-3 direct or project reporting staff.

### **EXPERIENCE:**

- Eight or more years in the healthcare industry, preferably in health plan business development or healthcare management consulting, with experience in developing, launching and sustaining healthcare industry products/programs.
- Substantive experience coordinating multiple initiatives on a national scale.

### **EDUCATION:**

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

### **WHO WE ARE**

Named one of Modern Healthcare's Best Places to Work in 2016, CAQH, a non-profit alliance, is the leader in creating shared initiatives to streamline the business of healthcare. Through collaboration and innovation, CAQH accelerates the transformation of business processes, delivering value to providers, patients and health plans.

- **COB Smart™** quickly and accurately directs coordination of benefits processes.
- **EnrollHub™** reduces costly paper checks with enrollment for electronic payments and electronic remittance advice.
- **CAQH ProView™** eases the burden of provider data collection, maintenance and distribution.
- **SanctionsTrack®** delivers comprehensive, multi-state information on healthcare provider licensure disciplinary actions.
- **CAQH CORE®** maximizes business efficiency and savings by developing and implementing operating rules, CORE Certification and tools and education for the industry.
- **CAQH Index™** benchmarks progress and helps optimize operations by tracking industry adoption of electronic administrative transactions.

### **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. Our location in downtown Washington, DC is metro-accessible, has an onsite fitness center and is centrally located to allow our team to take advantage of professional networking opportunities, cultural offerings and a thriving social scene.