

# INTERNAL POSTING 01/04/2023 – 1/11/2023



Saint Vincent  
Catholic Medical  
Centers

## JOB DESCRIPTION

**Company:** US Family Health Plan  
**Location:** Corporate Office – 5 Penn Plaza  
**Job Type:** Full Time Employee  
**Title:** Product Specialist  
**Education:** BSN/Masters Preferred  
**License:** NYS RN License

### JOB SUMMARY

Responsible for managing US Family Health Plan's TRICARE product benefit and providing support for business leaders and managers for information gathering, project planning, documentation, analysis, implementation follow-through, and monitoring activities related to the product line. Interfaces with marketing, member services, provider network, and other areas to support product offerings. Collaborates with senior leadership to translate strategies into project objectives and provide updates. Maintains current and accurate information as it relates to the product benefits offered to US Family Health Plan's members, including but not limited to TRICARE benefit changes, CMAC fee schedule updates, and provider rate changes, coordinating updates with vendors and third parties as necessary. Completes and/or oversees research, business analysis, and ad hoc reporting requests.

### RESPONSIBILITIES

- Owns the end-to-end strategy, design, and execution of TRICARE Prime product delivery
- Maintains familiarity with pertinent MEDICARE and TRICARE regulations, policies, and manuals; especially the TRICARE policy and operations & reimbursement manuals
- Maintains current and accurate information as it relates to TRICARE Prime product offerings, including TRICARE benefits, rates and non-covered benefits.
- Collaborates with CMO and Medical Management team to maintain the Prior Authorization List and Benefit grid
- Develop and maintain internal reference material detailing TRICARE product offerings
- Work with leadership on benefit change implementation efforts and understand network impact
- Communicate product offering changes with third parties
- Collaborate with internal marketing, member services, and network teams to analyze and recommend product offering changes to executive-level teams.
- Maintains the Prior Authorization List, CMAC fee schedule updates, monitors OPTUM PPS rates coordinating updates with vendors and third parties as necessary.
- Completes and/or oversees research, business analysis, and ad hoc reporting requests.
- Ensures applicable TRICARE and Defense Health Agency (DHA) requirements.
- Develops training materials and associated communication pieces, product reference materials and internal information resources such as intranet, product guidelines and other sales support materials or training.
- Other duties as assigned.

### REQUIRED EXPERIENCE

- Registered Nurse - BSN
- 3+ years of clinical practice
- 5+ years Healthcare experience, specifically payor experience
- 5 or more years of product management experience and/or clinical implementation
- Leadership skills
- Advanced knowledge of Microsoft Excel, PowerPoint, and Outlook
- Excellent organizational, time management, and communication skills
- Ability to work in a fast-paced environment where continuous innovation is desired and lead change.
- Ability to review, interpret and present information to Health Plan Leadership and external partners.
- Must be passionate and take pride in work
- 10 % travel – planned meetings or trainings (if needed)

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## PREFERRED EXPERIENCE

- Certified Professional Coder (CPC) preferred
- Master's degree
- Benefit Management experience
- Broad knowledge of Healthcare Industry experience and acumen
- Experience analyzing data, including claims data
- Advanced knowledge of TRICARE, Medicare, Medicaid and/or Commercial insurance benefits
- Growth mindset
- Project management and vendor management experience

SALARY RANGE- \$100,000.00-\$120,000.00

To apply please send resumes to [HRFORMS@SVCMCNY.ORG](mailto:HRFORMS@SVCMCNY.ORG)

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