

Louisiana Medicaid Chief Operating Officer

Managed Care Operations

The COO is responsible for the overall operations of Louisiana Medicaid Managed Care programs, including Bayou Health (integrated physical and behavioral health services) and the Dental Benefit Plan (dental services).

The COO directs and manages the daily operations of Medicaid Managed Care Organizations (MCO) in a manner that achieves the Department's strategic objectives, ensures compliance with Federal and State laws, rules and regulations and the performance standards set forth in the MCO contracts with the Medicaid program, and stewards public resources while providing access to the highest quality of service and care to Louisiana Medicaid members.

Leads the development and maintenance of MCO contract terms, including Requests for Proposals and contract amendments, in partnership with the Medicaid Deputy Directors for Systems (Chief Information Officer), Finance (Chief Financial Officer), Policy, and Member Services, as well as affected sister State agencies, such as the Office for Aging and Adult Services, Office for Citizens with Developmental Disabilities, Office of Behavioral Health, and Office of Public Health. Serves as the primary point of contact for inquiries on contract terms. Oversees the generation of Informational Bulletins, Health Plan Advisories or other communications to clarify contract terms at an operational level. Responsible for dispute resolution, engaging the Department counsel as needed.

Establishes systems for robust Medicaid agency oversight of MCO operations. Oversees the collection of information necessary for monitoring MCO performance. Sets standards for routine and ad hoc reporting. Directs periodic reviews to identify contract compliance risks. Administers protocols to mitigate compliance risks, from preliminary evidence gathering to informal warnings to formal corrective actions that strategically leverage contract authorities to hold MCOs accountable and bring them into compliance when contract requirements are not met.

Serves as the primary point of contact for all MCO operational issues. Assures timely and appropriate Medicaid agency and MCO response to customer service issues to ensure performance expectations are met or exceeded. Responsible for developing and maintaining relationships internally and with MCOs. Ensure communication and collaboration between MCOs and key stakeholders.

Network and Provider Services

Oversees Medicaid provider network development and contracting activities. Direct the performance of periodic analyses of the provider network from a coverage, access and adequacy perspective. As a means of assuring sufficient Medicaid provider network: builds and maintains a positive relationship with health care providers who serve Louisiana Medicaid members; acts as point person for provider issues requiring Medicaid management intervention; and, ensures prompt response to provider inquiries and timely resolution of provider problems, such as related to credentialing, contracting and claims payment. Leverage opportunities to improve access to care, enhance provider satisfaction and produce a fiscal efficiency through administrative simplification and standardization of MCO practices as appropriate.

Pharmacy

Oversees and directs the operations of the Medicaid pharmacy program, both Fee for Service and Managed Care, including but not limited to clinical policy development through Drug Utilization Review, Pharmaceutical & Therapeutics (P&T) Committee, development and maintenance of the Medicaid Preferred Drug List, negotiation of State supplemental rebates, invoicing and collection of federal drug rebates.

Education/Experience

Bachelor's degree or equivalent experience in Business Administration, Healthcare Administration or related field. MBA or MHA degree preferred. At least 10 years of experience in operations, management, or administration in the Healthcare or Insurance industry, specifically in a managed care environment. Experience with managed behavioral health care and integrated physical and behavioral health care preferred. Experience should be similar in size and responsibility to the requirements of the Bayou Health program.

Contact:

Interested persons should send a cover letter and resume to:

Jen Steele
Medicaid Director
Bureau of Health Services Financing
Louisiana Department of Health and Hospitals
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