



Senior Business Analyst – Managed Care

Job Title: Senior Business Analyst- Managed Care Contracts

Department: Clinical Team

Reports To: Dawn Kaiser, Director of Managed Care Operations

FLSA Status: Exempt

SUMMARY: In this role the primary responsibility is to perform as the company's contract specialist and collaborate with the program manager to help develop, write, negotiate, and execute all types of contracts on behalf of CalMHSa. In detail, the contracts include local, state, and federal funding, participation agreements with counties, independent contractors and operational vendors. The Senior Business Analyst- Managed Care Contracts will also support the clinical staff in developing RFP (Request for Proposals) and RFSQs (Request for Statement of Qualifications) from potential vendors and manage the review and scoring process for the RFP/RFSQs. This position also manages the Early Psychosis Grant Program, which involves acting as a front facing liaison for CalMHSa and providing grant support in the form of meeting reporting requirements, contract management, and establishing connections between counties involved.

DUTIES AND RESPONSIBILITIES include but are not limited to:

- Responsible for every phase of the contract – from researching, creating, writing, executing, and management of the contract development.
- Works with contracts, administrative staff, and clinical team to ensure compliance of local, state, and federal reporting requirements.
- Creates data tracking ad spreadsheets.
- Provides training and support to the Clinical Admin staff.
- Supports Clinical team in executing project deliverables.
- Writes, formats, executes and manages competitive bid and vendor selection processes for clinical and program team projects.
- Develops, formats, manages and tracks vendor and County contract deliverables, timelines, and work plans.
- Work with multi-disciplinary team of internal and external stakeholders in the development of a community-based, recovery-oriented mental health facility for individuals experiencing mental health needs.



- Track national trends in best practices for care to individuals with serious mental illness, including those who are justice-involved.
- Assist in development of Key Performance Indicators (KPI) report production, automation, and validation.
- Manage, interpret, and validate all data, while maintaining the focus on improving the quality of ember goals and the care of individuals served through the facilities.
- Provide recommendations for possible process changes to help optimize current procedures in support of maximizing outcomes.
- Conduct targeted audits of all provider and Member-oriented work streams to promote compliance, positive Member experience, optimize outcomes, and ensure high-value impactful procedures are in place.
- Lead preparation and maintenance of CaMHS contracts within Salesforce.
- Collaborate with CaMHS executives and Program Director to assure compliance with contractual requirements.
- Assess contract documentation and other requirements.
- Provide the CAO knowledgeable insight, advice and recommendations on matters of significance.
- Clearly explain contract information to county members and other interested parties in simple, everyday language.
- Self-monitor progress and priorities according to key business priorities.
- Proofread, edit, and fact-check legal documents for accuracy and consistency.
- Assist in identification, development and implementation of contract policies and processes.
- Ensure proper recordkeeping of contracts and applicable documentation.
- Interact with county members on various topics.
- Provide general department support, including drafting correspondences, research, and filing maintenance.
- Other Duties as assigned.

QUALIFICATIONS –

EDUCATION and/or EXPERIENCE:

Seven (7) years of relevant legal / contracts specialist experience or an acceptable equivalent combination of education and experience.



To perform this job successfully, an individual must be able to perform each essential functions satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Excellent interpersonal and communication skills, including ability to effectively understand and explain legal terms.
- Broad and comprehensive knowledge of theories, concepts and practices with ability to use in complex, difficult and/or unprecedented situations.
- Experience with legal document drafting, editing and proofreading.
- Knowledge of negotiation best practices, both in-person and in written form.
- Proficiency in Microsoft Word, Excel, Salesforce, DocuSign, and other Corporate databases.
- Detailed-oriented and organized.
- Ability to analyze processes and data.
- Demonstrates the ability to work independently, takes initiative, and finds ways to remain resourceful.
- Excellent problem solving and presentation skills.
- Has a strong desire to succeed in the face of adversity and demonstrates the willingness to push through challenges associated with changes and new business development.
- Must be willing to work virtually or in an office setting.
- Must be willing to travel, when necessary.

COMPUTER SKILLS – Demonstrate the ability to use a computer and applicable computer software effectively. Intermediate knowledge of Excel & Word, Adobe, PowerPoint, and Outlook. Experience with DocuSign and any other project management product software required.

LANGUAGE SKILLS and MATHEMATICAL SKILLS - Demonstrate the ability to read, comprehend, and respond appropriately through written or verbal form; demonstrate tactfulness when communicating including internal communication with staff members of all levels; ability to communicate with a variety of audiences effectively. Ability to add, subtract, multiply, and divide in all measure units, using whole numbers, common fractions, and decimals.

REASONING – Demonstrate the ability to effectively apply common sense and follow through to daily tasks; demonstrate the ability to work with little or no supervision; demonstrate excellent analytical skills; demonstrate the ability to efficiently conduct research and ask appropriate probing questions to complete necessary tasks.



PHYSICAL DEMANDS - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit and stand; use phone and headset; use hands, arms, fingers to type; answer phones; write; use calculator; demonstrate strength to lift and carry materials weighing up to 10 pounds; demonstrate clear vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; and drive a motor vehicle on public roads and highways.

SENSORY DEMANDS - The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.

MENTAL DEMANDS - There are a number of deadlines associated with this position, which may cause significant pressure. The incumbent must also deal with a wide variety of people on various issues.

REGULAR WORK SCHEDULE – Varies depending on business needs; however, company normal business hours are 8:00am to 5:00pm, Monday – Friday.