

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Medicaid Operations Administrator

Definition

Performs supervisory management work providing direction and facilitation of the daily operations for the Iowa Medicaid Enterprise within the Department of Human Services; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Directs, coordinates, and oversees Iowa Medicaid Enterprise (IME) operations and cost containment activities to ensure effective program administration and adherence to laws, rules, regulations, and vendor contracts, and policy; develops, monitors, and evaluates all IME service contracts.

Develops, conducts, and enforces managed care contracts through direct participation in the RFQ process; evaluates proposals and participates in selection of managed care contract(s).

Identifies and eliminates/minimizes redundancies.

Oversees IME communications, policy development, and project management addressing Managed Care, Iowa Health and Wellness Programs, and IME fee-for-service.

Directs the design, development, and evaluation of a continuous quality improvement program to ensure Medicaid-eligible members receive quality services delivering in a timely and cost-effective manner; promotes and leads efforts in quality improvement/re-design/development of programs and services.

Fosters working environments that are conducive to continuous improvement; conducts meeting that communication direction, performance criteria, and progress; identifies issues while seeking resolutions.

Serves as liaison with information technology regarding software/hardware acquisitions, information system planning, and integration of operations, training, and programming towards division-wide information management system.

Assists the Medicaid administrator in the development of IME strategy and policy; communicates/relays policy updates, results, operational direction, and other information to staff, other government agencies, provider and advocacy groups, and policy makers.

Establishes IME budgets and works to ensure accomplishment of established agency goals and objectives within constraints of allotted resources and applicable fiscal policies.

Competencies Required

Knowledge:

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Economics and Accounting – Economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Coordination – Adjusting actions in relation to others' actions.

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- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.
 - Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
 - Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
 - Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
 - Speaking – Talking to others to convey information effectively.
 - Writing – Communicating effectively in writing as appropriate for the needs of the audience.
 - Negotiation – Bringing others together and trying to reconcile differences.
 - Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) All of the following (a, b, and c):
 - a. Three years of full-time managerial work experience in public- or private-sector healthcare administration, (i.e., leadership, management, and administration of public health systems, healthcare systems, hospitals, hospital networks, or health insurance programs); and
 - b. A total of four years of education and/or full-time experience (as described in part a), where thirty semester hours of accredited college or university course work in healthcare administration, business administration, public administration, finance, accounting, public health, actuarial science, or law equals one year of full-time experience; and
 - c. A total of three years of graduate-level education and/or full-time experience (as described in part a), where twenty-four semester hours of accredited graduate college or university course work in healthcare administration, business administration, public administration, finance, accounting, public health, actuarial science, or law equals one year of full-time experience. Graduation from the Iowa Certified Public Manager Program is also equivalent to one year of full-time experience or education.
- 2) Current, continuous experience in the state executive branch that includes two years of full-time work as a Public Service Manager 1, Public Service Manager 2, or comparable specific management-level position.

Effective date: 09/18 SA