



**Suffolk Care Collaborative (SCC)
JOB DESCRIPTION**

TITLE: Provider Engagement Liaison **FLSA:** Exempt

DEPARTMENT: Network Development **LOCATION:** Suffolk County

JOB SUMMARY:

The Provider Engagement Liaison will work under the general supervision of the Director, Network Development and Reporting, Suffolk Care Collaborative (SCC) and work directly with the SCC Executive Team as a part of the Delivery System Reform Incentive Payment Program (DSRIP).

This position will function as part of SCC's regionally based team and be responsible for working with healthcare providers and practice managers to document provider relationships, facilitate and track the onboarding process and ensure adherence to DSRIP goals and requirements.

The Provider Engagement Liaison will work as the intermediary between the Office of Population Health and primary care providers, community based organizations, and other identified contracted/agreement entities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assists the Network Development Department in executing and obtaining completed contracts and deliverables.
- Responsible for managing all onboarding and contracting processes for assigned providers including tracking of deliverables, follow-up and messaging.
- Facilitate the enrollment of new partners during the open enrollment period.
- Ensures all provider needs and concerns are addressed and resolved timely with the highest level of customer service.
- Updates provider directory and assures demographic information is current.



- Assists with the distribution of communications to providers.
- Maintains knowledge of overall DSRIP requirements (projects, measures, reporting etc.) and effectively communicates the core drivers to successful implementation.
- Maintains ongoing contact with assigned provider offices and documentation of site visits.
- Provides regular engagement activity progress reports/feedback to SCC Executive Team.
- Adheres to contract/agreement schedule, proactively communicating opportunities and/or barriers.
- Plans and organizes meetings, learning collaboratives and seminars to support engaged practices as well as educates potential partners.
- Delivers performance reports to providers and coordinates resources needed to assist providers with meeting DSRIP goals.
- Adheres to Suffolk Care Collaborative administrative standards regarding confidentiality of clinical, organizational, and management data/information.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Works with leadership to continuously evaluate process, identify problems, and propose process improvement strategies.
- Performs duties as required or assigned by emergency or other operational reasons for which the employee is qualified to perform.
- Familiar with online conferencing platforms.

SKILLS AND ABILITIES:



- Demonstrates motivational skills to collaborate transversely in order to achieve complex deliverables.
- Demonstrates organizational skills, negotiation and conflict resolution, and possesses the ability to be self-directed, and flexible.
- Demonstrates customer focused interpersonal skills to interact in an effective manner with practitioners and the multidisciplinary health care team.
- Demonstrates ability to influence and negotiate individual and group decision-making.
- Demonstrates time management, verbal and written communication skills, good presentation skills, listening skills, critical thinking, problem solving and decision-making, priority setting, work delegation and work organization.
- Demonstrates ability to work autonomously and be directly accountable for practice.
- Demonstrates teamwork, initiative and willingness to learn, and accepts and respects diversity without judgment.
- Demonstrates ability to thrive with deadlines that require productivity, initiative and follow-through.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree required. Master's Degree in healthcare, public relations or related field preferred.
- Minimum of 3 years' experience in provider relations or medical sales roles with knowledge of Medicaid, claims systems processes, contracting and practice analytics.
- Strong preference for direct engagement experience with healthcare providers or organizations.
- Experience in developing and carrying out plans and strategies.
- Knowledge of health information technology.
- Possess an understanding of project management principles and practice and the



state of the health care industry.

- Excellent knowledge and capability to use computers and Microsoft Office applications as required.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Work is typically performed in an office environment or at the provider's office. Ability to appropriately and professionally handle multiple and competing priorities. Must have a driver's license and be able to travel locally.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements considered necessary to successfully perform the job.