

Job Description

TennCare Eligibility Director

The Bureau of TennCare is seeking a TennCare Eligibility Director in the TennCare Eligibility organization within the Division of Member Services. This position will be responsible for leading a team of over ten (10) employees responsible for contract and program compliance of the Service Center.

The TennCare Eligibility Director will work under the supervision of the TennCare Service Center Contracts Administrator to develop program goals, priorities, objectives and strategies. Additionally, the Eligibility Director will perform contract management for the vendor contract, including, but not limited to, contract control memorandums regarding corrective action plans for performance and compliance issues and associated liquidated damages for performance deficiencies; and project management in the planning and implementation of business process changes. The Director will continuously build relationships with both internal and external stakeholders to ensure effective and efficient communication and process development in State-Contractor interfaces.

The TennCare Eligibility Director must maintain a current knowledge base of policy and regulations surrounding Medicaid and the Children's Health Insurance Program (CHIP) eligibility and will be responsible for CoverKids program related duties including, but not limited to, policy interpretation, policy execution, accuracy of eligibility decisions, performance reporting, and operational or process oversight.

The TennCare Eligibility Operations Manager will report directly to the TennCare Eligibility Operations Administrator and will work closely with the other members of the Eligibility Operations Leadership Team within the Eligibility Organization.

Qualifications:

- Bachelor's Degree
- Minimum of four (4) years management/supervision experience in either state government, healthcare, Medicaid or a program eligibility related field
- Two (2) years contract management experience
- One (1) year call/service center experience
- Ability to adapt to changing priorities and deadlines
- Ability to foster and maintain cohesive working relationships
- Ability to interpret and execute public policy
- Ability to exercise sound judgment
- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Excellent writing and communication skills required
- Project management related skills; resource assessment/allocation, task prioritization, chronicling of events
- Business analysis, including business process design, assessment and configuration

Job Location: Nashville, Tennessee

How to Apply: Qualified candidates should send their resumes along with a cover letter to Kayla Turner, at kayla.turner@tn.gov before April 8, 2016.

****PLEASE NOTE:** This is an interim position. If hired as the Eligibility Director, the interim appointment period will not exceed one (1) year. The division employs multiple Eligibility Directors, including some that are not interim status. As these positions become available an individual hired in the interim status that is in good standing can compete for a position that has no set employment duration and is bound only by the standard terms of an Executive Service classified position.