TENNCARE OVERVIEW

TennCare is Tennessee's managed care Medicaid program that provides health insurance coverage to certain groups of low-income individuals such as pregnant women, children, caretaker relatives of young children, older adults, and adults with physical disabilities. TennCare provides coverage for approximately 1.3 million Tennesseans and operates with an annual budget of approximately $12 billion. It is run by the Division of TennCare with oversight and some funding from the Centers for Medicare and Medicaid Services (CMS).

WHY WORK AT TENNCARE?

TennCare's mission is to improve the lives of Tennesseans by providing high-quality cost-effective care. To fulfill that purpose, we equip each employee for active participation and empower teams to communicate and work collaboratively to improve organizational processes in order to make a difference in the lives our members. Because of the positive impact TennCare has on the lives of the most vulnerable Tennesseans, TennCare employees report that their work provides them with a sense of meaning, purpose, and accomplishment. TennCare leadership understands that employees are our most valuable resource and ensures professional and leadership development are a priority for the agency.

JOB AND DEPARTMENTAL OVERVIEW

This position helps drive high quality services and supports to effectively facilitate meaningful and valued community participation for individuals with disabilities and older adults enrolled in Tennessee’s Long-Term Services and Supports (LTSS). The Accountability Team oversees the implementation of Tennessee’s Statewide Transition Plan for achieving compliance with the Centers for Medicare and Medicaid Services HCBS Settings Rule and monitors ongoing provider compliance. This position also provides support with oversight and management of the Employment and Community First CHOICES Reportable Event Management, CHOICES Critical Incident Management, and various data reports related to quality initiatives.

RESPONSIBILITIES

- Ensure compliance with Managed Care Organization Contractor Risk Agreement and the Department of Intellectual and Developmental Disabilities Interagency Agreement;
- Assist with management and oversight of reportable event and critical incident processes;
- Assist with the design and management of data tracking systems related to member experience/satisfaction, HCBS Settings Rule compliance, reportable events, critical incidents, and quality assurance measures;
- Regular review of program rules and regulations to identify potential changes/improvements;
- Research of practices in other states and maintaining knowledge of national best practices related to MLTSS programs;
- Provide technical assistance to contractors regarding Employment and Community First CHOICES Reportable Event Management, Individual Experience Assessment, Employment Data Survey, and
Qualifications

Required Education and Experience:

- Graduation from an accredited college or university with a bachelor's degree and a minimum of two years of professional level experience related to policy or program management; and
- Two year minimum professional level experience may be substituted by graduate degree in related field (MPH, MPA, MPP, etc.)

Preferred Knowledge, Skills, and Abilities:

- Experience and/or knowledge of continuous quality improvement strategies, quality assurance and process improvement;
- Experience interpreting policy or procedural provisions in federal and/or state programs;
- Intermediate to advanced Excel skills with the ability to analyze and summarize data through the use of formulas and pivot tables as well as proficiency and comfort with other Microsoft Office products;
- Experience and/or knowledge of policy development and policy analysis;
- Experience designing and managing systems for collecting and storing data and data analysis;
- Excellent written and oral communication skills;
- Strong organizational skills, including the ability to prioritize, multi-task, and manage workload to meet specific timeframes and deadlines;
- Knowledge of, and/or experience with the Employment and Community First CHOICES program and the CHOICES program;
- Knowledge of the Centers for Medicare and Medicaid Services HCBS Settings Rule;
- Knowledge of, and/or experience with progressive models of community-based service provision for people with intellectual and/or developmental disabilities;
- Experience working in or with Medicaid or disability related programs;
- Experience implementing or assisting in the implementation of a large scale project;
- Strong work ethic, professionalism, and ability to work well with a team;
- Innovative thinking and problem solving skills;
- Ability to adapt to changing priorities and deadlines; and
- Public Service motivation.

Job Location: Nashville, Tennessee

How to Apply: Qualified candidates should send their resumes along with a cover letter to Elisha.HornLackey@tn.gov by July 24, 2019.

Position Status: Executive Service

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.