

## Job Title

Position Title: Program Manager of Risk Adjustment  
Position Type: Full Time  
Location: Huntington Beach, CA or Arcadia, CA  
Reports To: Senior Director, Risk Adjustment & Encounter Data

### **About Clever Care Health Plan**

Clever Care Health Plan is a newly founded Medicare Advantage health plan serving Medicare beneficiaries in Southern California. Our employees are passionate in providing best services to our members and healthcare providers. Our three office locations are in Arcadia (Los Angeles County), Huntington Beach (Orange County) and New York City.

### **Job Summary**

Clever care is seeking Risk Programs Manager for our risk adjustment (RA) team who will manage the development and maintenance of various HCC and Annual Wellness Visit (AWV) programs. The HCC programs are designed to support our members by capturing their accurate and appropriate disease conditions. The position will also communicate with providers/members and assist with training sessions.

The profile of the members in the HCC programs could vary from complex and high-risk patients to healthy members with Triple Aim target, which is a) enhance member experience, b) reduce costs, and c) improve health outcomes.

### **Functions & Job Responsibilities**

- Prospective Programs
  - Develops/Updates/Maintains AWV and other HCC programs.
  - Spearheads the programs' execution with appropriate tactics and reporting requirements in place.
  - Manages incentives distribution to members and providers.
  - Works on vendor management aspects of prospective programs.
- Retrospective Programs
  - Manages chart retrieval programs with vendor and internal teams.
  - Manages sweeps and RADV audit.
  - Reconciles any payments to vendor against the received data.
- Encounter Data Projects
  - Works on HCC improvement and encounter error research/resolution projects.
  - Works with appropriate entities (internal or external) to reduce encounter/claims rejects from CMS, any vendor projects, and clearing house etc.
- Leads the risk data and program sharing discussions and meetings with PCPs/IPA/MSOs.
- Ensures that internal teams are well-informed and educated with respect to AWV and other HCC programs, procedures, and workflows to optimize patient care and provider satisfaction.

- Responsible for Provider and office staff orientations and continued education of existing providers to ensure risk programs and initiatives are being effectively communicated.
- Conducts data and root cause analysis, provides feedback, and shares findings on the analysis to leaders, management, and medical teams.
- Validates, tests and maintains HCC/AWV reporting repository.
- Maintains and updates the appropriate databases and department tools with current information.
- Travels to physician practices and regional offices on a per need basis.
- (Per need) Participates in on-call program which may include after-hours, weekends, and holiday calls.
- Performs other related duties as required.

### **Education & Experience**

- Bachelor's degree preferred with relevant coursework, or a minimum of 2 years related experience required.
- Must have deep understanding of Risk Adjustment Model
- Abide by HIPAA laws.
- Valid Driver's License and proof of auto insurance.
- Medical coding experience/certification a plus.
- Experience in a medical office setting a plus.

### **Knowledge/Skills/Abilities**

- Proficient in Microsoft Excel and Word.
- Excellent organizational skills required.
- Bilingual will be a definite plus.
- Proven history of coordinating detailed projects or activities.
- High-energy individual with a relentless focus on task achievement.
- Highly motivated and must have the passion for supporting our providers and members through the course of their care.
- Ability to write simple correspondence and to effectively present information in one-on-one and small group setup.
- Should be able to work independently and in a team-based setting.

### **Physical & Working Environment**

Typical Physical Demands.

Position requires a great amount of sitting and standing. Some lifting, stooping, bending, or reaching is required. May require lifting up to 15-30 pounds. Requires manual dexterity sufficient to operate a computer, calculator and telephone. Requires normal range of hearing and vision. Requires the ability to type and file.

Typical Working Conditions.

Work is performed in an office environment and/or remotely. The job involves frequent contact with staff and public. Work may be stressful at times. May occasionally work some irregular hours.

**What's in it for you?**

1. A competitive compensation and benefits program.
2. Generous paid-time-off (PTO).
3. Ten paid holidays per year.
4. Excellent 401k saving plan, employer provides up to 4% match and employer contribution match is 100% immediately vested.
5. A work-life balance and much more!

Please email your resume directly to [hr@ccmapd.com](mailto:hr@ccmapd.com)

*Clever Care Health Plan Inc. is an equal opportunity employer and it is our policy to abide by all federal, state, and local laws prohibiting employment discrimination. All qualified applicants will receive consideration for employment.*