



JOB DESCRIPTION AND PERFORMANCE STANDARDS



Position: Contract Utilization Specialist

Exemption Status: Exempt

Department: Operations- Member Solutions

Origin Date: August 1, 2018

Reports To: Coastal Carolinas Health Alliance- Director of Operations

All the primary duties within this document will be performed according to established policies, procedures and guidelines.

JOB SUMMARY:

This position reports to the Director of Operations of Coastal Carolinas Health Alliance for the purpose of delivering measurable value to members while adding savings to CCHA members through utilization of CCHA contracts. This position provides support and management for designated CCHA Members at an executive and staff level. The individual must have excellent interpersonal skills, be detail-oriented, self-motivated, organized and professional.

Qualifications:

- Must have a minimum of 2-3 years of experience within healthcare organizations, procurement, customer service, and related products and/or services.
- Demonstrate oral, written and electronic communication skills.
- Intermediate/Advanced level computer skills including utilization of word processing and proficiencies in Microsoft Excel, MS Word, and MS Power Point. Strong analytical reporting skills as well as ability to easily learn and become proficient in other business application software as needed.
- Bachelor's Degree required preferably in Business Administration or related field. Experience may be substituted for some education requirements.

PRIMARY JOB DUTIES:

1. Contract utilization growth through the execution, documentation, and promotion of relevant contracts that improve the financial health of members.
2. Ensuring growth through utilization of CCHA/Illucient and Intalere's products, services and solutions.
 - Manage access to data for CCHA members for evaluation of potential contract savings
 - Track contract utilization and reporting
 - Identify opportunities for growth in utilization
 - Work with Operations Team (CCHA and Illucient) to promote contracts
3. Identify and present cost savings opportunities to members.
 - Become an expert regarding all regional and national contracts available to CCHA members that relate to assigned teams. Have a general understanding of all contracts. Maintain current data bases of contracts and savings.
 - Maximize all available cost savings opportunities by providing quality information for decision support.
 - Research and document reported current member cost and usage
 - Provide recommendations and prioritization for contract maximization, custom contracts and best practices to achieve savings to CCHA Operations team

4. Coordinate diagnostic tools, files, and processes to maximize data analysis for multiple members.
 - Ensure member contracts are built and maintained for accurate tier levels within specified parameters
 - Coordinate file transfers
 - Determine best data sources, whether member, distributor, or exchange, and evaluate data for appropriate data mapping and analysis
5. Manage communications with and documentation of results to OPS team, CEO and CCHA members.
 - Coordinate communications and facilitate meetings as assigned
 - Maintain confidentiality of all company and member information
 - Develop and maintain routine detailed and high-level mechanisms, including costs savings by contract savings logs, business plans, status reports, and quarterly and annual executive summaries
6. Enhance contract implementation and problem resolution.
 - Become an expert at member processes and requirements
 - Deliver effective implementation strategies and solutions
 - Ensure pricing, contracts and reporting are accurate and maximized
7. Provide active support and coordination to entire process.
 - Ensure and provide support to the Intalere team.
 - Provide support and liaison services to members, clinical Executives, support CCHA goals, value analysis teams, and member departmental staff
8. Provide staff for CCHA “Teams” as assigned, work closely with Team Chairs to bring value to members.
9. Conduct additional duties as requested by CCHA or Intalere team

EDUCATION & EXPERIENCE:

1. Bachelor’s Degree in business, healthcare related field, CRMP credential/supply chain management desirable or combination of education & experience providing equivalent knowledge
AND
2. Minimum 2 years proven sales or operations success within a healthcare environment