UW HEALTH POSITION DESCRIPTION

POSITION SPECIFICS

Title: Managed Care Contract Analyst
Department/Number: Managed Care; 22100
Reports to: Dir, Managed Care Contracting
Job Code: 310005 | FLSA Status: Exempt
Manager Approval: M.Johnson Date: 9-16 HR Approval: MJG Date: 9-16

POSITION SUMMARY

Under general supervision, the Managed Care Contract Analyst is responsible for negotiating rates of payment for UW Health managed care contracts. This negotiation involves developing, evaluating and responding to rate structures, levels and contract language. The incumbent interacts with representatives of University Health Care, the University of Wisconsin Medical Foundation and external contracting entities. The incumbent is also responsible for oversight of UW Health fiscal summaries for all UW Health managed care contracts. The incumbent shall set up and maintain a financial system that calculates expected payment at the time of billing, posts allowances to the patient financial system and allows immediate compliance checking of expected payment via account balances versus actual payment at the time payment is received. The incumbent provides contract performance monitoring, rate development and evaluation, and other analysis support for HMO, PPO, transplant and other UW Health contracts. The incumbent also evaluates the viability of entering into new contracts. The incumbent interacts with internal and external parties regarding communication/questions about rates and terms, rate structure and development and reconciliation of contract provisions and disputes. The incumbent participates in both budget and long range planning with regards to volume and net revenues associated with the managed care contracts. The incumbent develops, maintains and provides regular reporting on financial performance of the contracts (activity, margin, compliance, timeliness of payment and other metrics) for contract monitoring, budget and long range planning, in support of revenue integrity efforts and for contract department performance and accountability review.

UW Health enters into contracts that play a vital role in fulfilling the strategic positioning of the organization and ensuring the institution can capture additional patients thereby enabling the institution to continue its teaching mission and maintain a stable patient base for continued operations. The role of the incumbent is vital to ensuring both the flow of patients to the institution and the financial performance of this largest block of UW Health business. The magnitude of any individual contract can be in the millions of dollars.

MAJOR RESPONSIBILITIES

A. Responsible for direct negotiation of a portion of UW Health managed care contracts.

- Develop contract structures that are in concert with the manner in which care is delivered, allow the costing of care in order to develop and negotiate adequate rates, easy to administer, and make sense in relation to the size and exclusiveness of the contract.
- Develop and analyze rates and terms for the contracts above.
- Meet with health plans for negotiations of contract rates and language, including development of agenda items, preparation of items for negotiation as well as occasionally leading meetings and negotiating key topics.
- Develop contract language to achieve key UW results, review and revise nonstandard language from health plans to maintain compliance with federal and state laws and UW Health requirements.
- Negotiate language terms to meet the needs of UW Health financially, operationally and strategically, including ongoing review and improvement of contract templates. Analyze the significance and value of potential contracts. Determine the cost of the care based on care delivery and contract structure. Project contract performance based on modeling of actual and representative samples.
- Determine contract performance needs based on an overall review of UW Health payer mix and payer performance.
- Independently represent UW Health in the negotiation rates and terms that are market competitive and meet the UW Health financial needs.
- Monitor contract performance and other provisions to assure compliance, identify problem areas and resolve disputes.
- Coordinate the UW Health contracting efforts with UHC, UWMF and contracting entities.

Performance Measures:

- Increased UW Health market share of inpatient and outpatient services.
- Growth of the UW Health sponsored managed care entities.
- Profitability or contribution margin for each contract relative to its strategic importance to the UW Health.
- Overall UW Health profitability or contributions margin as influenced by our managed care contracts.
- Internal and external contract compliance.
Accurate inclusion of the implications of contracts in budgeting, long term strategic planning and program evaluation.

B. Responsible for oversight of contract fiscal summaries which aid UW Health staff in claims adjudication.
- Stay abreast of renewals, amendments, and other contract changes.
- Provide timely updates to the fiscal summaries to reflect these changes.
- Work with the patient accounting and contracting staff throughout the medical center to improve the accuracy and ease of use of the fiscal summaries.
- Communicate feedback on fiscal summaries and contract provisions to the Director of Managed Care Contracting.

   Performance Measures:
   - Fiscal summaries are accurate and beneficial to end-users.
   - Timely communication of contract renewals, amendments and other revisions via fiscal summaries.
   - Address feedback and questions from end-users appropriately and/or communicate them to the Director of Managed Care Contracting.

C. The incumbent is responsible for setup, maintenance and oversight of software that computes expected payment for all UW Health payers and may be used to post contractual allowances at the time of claims filing.
   - Set up and maintain contract structure and rate levels for all UW Health payers in the system.
   - Perform daily processes for the system after claim files are created that compute expected payment for those claims, generate a contractual allowance for each claim and create a file to be posted into Health Link containing contractual allowances for those accounts.
   - Audit these processes to ensure posting occurred for all relevant accounts.
   - Monitor changes in contracts and adjust the system setup for changes at appropriate dates.
   - Review communication from system vendor and update system in conjunction with system vendor instructions.

   Performance Measures:
   - Accurate and timely posting of contractual allowances to patient accounts.
   - Accurate and timely contractual allowances in monthly financial statements.
   - Payer compliance with contract structure and rate level.

D. The incumbent is responsible for determining the feasibility of proposed contracts when the contracting team is approached by an outside organization.
   - Analyze anticipated patient populations to determine both the statistical importance and the benefit of the contract.
   - Offer suggestions to the structure of the contracts based on review of existing contracts with the UW Health.
   - Supply the Director of Managed Care Contracting and the contracting team with analysis of proposed contracts when a structure is determined.
   - Evaluate language and operational items within a proposed contract.
   - Work with Patient Account management staff to determine feasibility of innovative contracts so that affected patient accounts can be handled efficiently and properly once the Hospital enters into them.
   - Work with the contracted parties as directed to ensure full understanding of the contract language and to resolve difficulties efficiently and fairly to all parties involved.

   Performance Measures:
   - The strategic goals of the UW Health can be met.
   - UW Health enters into beneficial contracts.
   - Accurate and meaningful analyses on proposed contracts are offered in a timely manner.
   - Thorough understanding of the proposed contracts.
   - Patient Accounts can adequately administer contracts.

E. Responsible for ongoing analyses of existing contracts for compliance and performance review.
   - Analyze historical patient utilization data to determine both the statistical importance and the benefit of continuing the given contract.
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- Update the Director of Managed Care Contracting on unexpected changes in the planned performance of contracts.
- Manage ongoing negotiations with health plans, including review of amendments and development of improved language to address operational issues.
- Prepare and plan for annual negotiations, including review and development of contract language to ensure it remains in compliance with current UW Health standards.
- Offer suggestions for changing future contracts based on review of existing contracts with the institution.
- Supply the contracting team with up-to-date performance reviews of contracts when requested.
- Work with Patient Accounts management staff to ensure full understanding of the contractual obligations so that affected patient accounts can be handled in an appropriate and efficient manner.
- Work with contracted parties to determine the nature of misunderstandings of the contract language and to resolve conflicts efficiently and fairly to all parties involved.

Performance Measures:
- Patient claims are handled quickly and efficiently based on the understanding of contract.
- Contract performance projects are handled timely, generally a one to two week turnaround depending on the scope of the analysis.
- Thorough understanding of contracts into which the Hospital has entered.
- Problems with contracts are noticed timely and brought to the attention of the Patient Care Contract Manager and any other appropriate staff.

F. Assist with data needs of UW Health finance staff, department heads, senior management, and clinical staff for a variety of projects.
- Provide requested information in a timely, accurate, and user friendly manner.
- Attend meetings as needed.
- Provide consultation on interpretation of the data.
- Be mindful of innovative ways to gather, analyze, and support data and call upon numerous contacts throughout the institution for suggestions as to the appropriate methodology of gathering data.

Performance Measures:
- Timely turnaround of data requests to meet needs of requester.
- Ensure correct interpretation and appropriate use of data.
- Maintain a thorough knowledge of available data to ensure that the requesting party receives accurate and useful information.

- Provide actual/projected contract rate of payment change for both budget and long range plan.
- Perform special analysis as needed to help understand differences between budget and actual financial performance for specific contracts/categories.
- Provide special cause analysis that will materially affect UW Health for material contract changes – new contracts, terminations, significant contract changes.

H. Provide contract performance reporting for a variety of contracting department and UW Health needs.
- Develop and provide regular reports to support contract performance (activity, margin, reporting by contract, for major contract category and for special needs as required.
- Develop and provide reports in support of measuring payer compliance to our contracts including rate compliance and timeliness of payment and other administrative measures as needed.
- Develop and provide special reports in support of UW Health needs as needed.
- Develop and provide regular reports as needed in support of monitoring of large contracts that are unique – ex. Capitated contracts.
- Develop and provide regular reports in support of contracting department performance monitoring.

All duties and requirements must be performed consistent with the UW Health Performance Standards.

<table>
<thead>
<tr>
<th>POSITION REQUIREMENTS</th>
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<tbody>
<tr>
<td><strong>Education</strong></td>
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<tr>
<td>Minimum</td>
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<tr>
<td>Preferred</td>
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### Work Experience
- **Minimum**: Two years with a large healthcare organization (Financial Analysis work, experience with hospital or physician reimbursement terms, AMC finance experience, Payer/plan experience)
- **Preferred**: Experience in an academic medical center
  AMC and managed care negotiation and analysis experience

### Licenses & Certifications
- **Minimum**:
- **Preferred**:

### Required Skills, Knowledge, and Abilities
- Advanced knowledge of computer systems and ability to effectively utilize software applications including spreadsheet, database development and management, word processing, calendar and email. Experience in a MS Windows PC environment is preferred.
- Knowledge of decision support systems preferred.
- Ability to work in a deadline oriented environment. Excellent organizational and time management abilities.
- Effective oral and written communication skills.
- Effective interpersonal relations skills promoting teamwork and collaborative alliances.

## PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift.  
*Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

### Physical Demand Level

<table>
<thead>
<tr>
<th></th>
<th>Occasional</th>
<th>Frequent</th>
<th>Constant</th>
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<tbody>
<tr>
<td><strong>x</strong></td>
<td>Up to 33% of the time</td>
<td>34%-66% of the time</td>
<td>67%-100% of the time</td>
</tr>
<tr>
<td>Sedentary:</td>
<td>Up to 10#</td>
<td>Negligible</td>
<td>Negligible</td>
</tr>
<tr>
<td>Light:</td>
<td>Up to 20#</td>
<td>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td>
<td>Negligible or constant push/pull of items of negligible weight</td>
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<tr>
<td>Medium:</td>
<td>20-50#</td>
<td>10-25#</td>
<td>Negligible-10#</td>
</tr>
<tr>
<td>Heavy:</td>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
</tr>
<tr>
<td>Very Heavy:</td>
<td>Over 100#</td>
<td>Over 50#</td>
<td>Over 20#</td>
</tr>
</tbody>
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List any other physical requirements or bona fide occupational qualifications:

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### Work/Environmental:

Note:  The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.