



Medicare Compliance Officer

BMC HealthNet

Boston, Massachusetts

Position Specification

May 2017

Summary

Boston Medical Center (BMC) HealthNet is seeking a Medicare Compliance Officer. This individual will serve as the primary CMS contact for Medicare compliance and is responsible for compliance with all Medicare compliance activities and programs.

The Opportunity

The Medicare Compliance Officer will have the opportunity to join a thriving, mission driven organization in a key position. Operating as a subject matter expert, s/he will have the autonomy to build a Medicare Compliance function and over time, build and develop a dedicated team of analysts. This is a unique opportunity in that the selected candidate will be exposed to opportunities for professional development during a time of significant growth and expansion of BMC HealthNet.

The Organization

Boston Medical Center (BMC) HealthNet Plan is a managed care organization founded by Boston Medical Center in 1997. Offering MassHealth (Medicaid) and ConnectorCare health insurance coverage, BMC HealthNet Plan serves more than 250,000 members statewide. The Plan offers comprehensive coverage and personal physicians who provide care for the whole family; interpreter services, a personal membership card and a 24-hour nurse advice line. It also provides additional member benefits beyond the state's coverage including: for MassHealth members, free car seats, bike helmets and manual breast pumps for nursing mothers; and for ConnectorCare members, discounts on Weight Watchers and fitness club memberships. The website can be viewed at www.bmchp.org.

Mission Statement

The mission is to serve Boston Medical Center and to assist and support Boston Medical Center's mission in providing and enhancing access to effective, efficient medical care among low income, underserved, disabled, elderly and other vulnerable populations.

Health Plans offered by BMC HealthNet

- **MassHealth**

An individual health coverage plan for children and adults who qualify for free health care coverage through the state of Massachusetts' MassHealth (Medicaid) program.

- **ConnectorCare**

A Qualified Health Plan available through the Massachusetts Health Connector. Individuals who qualify will enjoy lower premiums and out of pocket expenses.

- **Qualified Health Plan**

A health insurance program available through the Massachusetts Health Connector. Qualified Health Plans make it possible for Massachusetts residents to get quality, affordable health coverage for themselves and their families. Some residents may qualify for help paying for health care.

- **Senior Care Options**

Seniors who qualify for BMC HealthNet Plan's Senior Care Options Plan receive all of the MassHealth Standard and Medicare benefits, prescription drug coverage PLUS member extras - at no additional costs. Since no two seniors are alike, members are assigned a personal care manager solely dedicated to the coordination and care and services. Help is provided in scheduling medical appointments, transportation and even interpreter services to ensure a seamless service to members.

The Position

The Medicaid Compliance Officer develops and performs trainings to staff on Medicare topics and new requirements; manages program requirements such as HPMS submissions; produces corrective action plans, as appropriate; ensures compliance with Federal laws, rules, regulations, manuals and transmittals pertaining to the Medicare program by working with various Departments to determine the implementation and operational impact of such laws, rules, and regulations on the Company; and monitors Federal laws, rules, regulations, manuals and transmittals with which BMC HealthNet Plan (BMCHP) must comply. The Compliance Officer:

- Serves as the primary CMS compliance contact and the person responsible for overall compliance with federal, state and local laws, rules and regulations affecting the Medicare program.
- Coordinates and communicates to internal departments and external vendors, where appropriate, all Medicare compliance activities and programs, as well as plans, implements, and monitors BMCHP's Medicare compliance program.
- Develops and maintains a comprehensive Medicare Compliance Program for BMCHP, including responding to all compliance questions or concerns; developing, revising and presenting training programs for BMCHP employees; and providing training and awareness documentation for first-tier, downstream and related entities.
- Develops and updates policies and procedures for BMCHP's Medicare Program to ensure compliance with all regulations affecting Medicare.
- Maintains HPMS, including notices, uploading of Medicare applications, and submission of sales events to HPMS, material development and submissions, marketing submissions including code management, and tracks dates and deliverables to ensure that deadlines are met, as well as external CMS audits and producing Corrective Action Plans as necessary.
- Works with operational areas to implement compliance processes and controls to facilitate compliance with Medicare program requirements and regulations governing service area expansions, Plan Benefit Packages (PBP), maintaining distributing HPMS Memos and other CMS information or directives.
- Works collaboratively with the Corporate Compliance team to ensure that internal controls are in place and internal monitoring, auditing and oversight functions are being performed, and that deficiencies are identified and corrected.
- Works collaboratively with the Corporate Compliance team to conduct compliance risk assessments to inform the annual Compliance Audit Work Plan.
- Works with Compliance Audit team to conduct corrective action plan validation audits.

- Works with all operational areas to develop Monitoring Plans detailing all performance indicators, monitoring methods and monitoring frequency.
- Assists with providing tracking and trending reporting, including quarterly Internal Audit Work Plan reporting for the BMCHP Compliance Committee, Board of Trustees and Committees of the Board.
- Works collaboratively with BMCHP's Special Investigations Unit on Medicare Fraud, Waste and Abuse efforts and reporting requirements.
- Assists with state Senior Care Options Medicaid requirements in connection with the overall product program.

Candidate Qualifications

The ideal candidate for this position will possess a Bachelor's degree and or a related field and bring five years of progressive experience to the role. Coming from a health plan background the selected candidate will possess a solid understanding of Medicare as it relates to payer groups and be adept at navigating the complexities surrounding the requirements of Medicare in a health plan environment.

Candidate Attributes

- Be comfortable as part of a high performing, collaborative team who is aligned with the mission and values of BMC HealthNet.
- S/he will possess the personal charisma and credibility to motivate and inspire others into action and bringing a "can do" proactive approach to Medicare Compliance.
- Have a high level of Emotional Intelligence. Be highly skilled at building relationships and gaining "buy in" through engagement, listening, and possessing a transparent communication style.
- Possess the ability to manage conflicting priorities and adapt to changing demands in a fast-paced environment while leading a relatively immature product offering.
- Be a skilled facilitator who understands the importance of education and facilitation as it relates to Compliance.

Critical Success Factors

Within the first 6 -12 months of hire, the new Compliance Medicare Officer will be charged with specific goals and objectives that s/he must meet to be successful.

The Medicare Compliance Offer will:

- Demonstrate his or her abilities as a relationship person who can build sustainable relationships across BMC HealthNet at all levels. S/he will be comfortable working as part of a team and within a culture that is collaborative, consensus driven and respectful, but also possess the self-confidence to work alongside a diverse group of people and personalities to drive a successful Medicare Compliance program.
- Partner with various business units to educate and direct Medicare Compliance regulations and ensure there is an appropriate understanding by leadership as to the importance of a well-managed and compliant Medicare plan offering.
- Gain the credibility of key stakeholders and become the "go to" subject matter expert on Medicare Compliance initiatives.

- Develop a road-map for Medicare Compliance moving forward. S/he will be equally adept at strategic thinking and presenting a longer-term vision aligned with growth, while operating in a tactical “roll up your sleeves” manner to ensure goals and objectives are met in the short term.

The Community

Boston is Massachusetts’ capital and largest city. Founded in 1630, it is one of the oldest cities in the U.S. The key role it played in the American Revolution is highlighted on the Freedom Trail, a 2.5-mile walking route of historic sites that tells the story of the nation’s founding. One stop, former meeting house Faneuil Hall, is a popular marketplace. Massachusetts has recently been named the Number one state to live in the United States. Sixty-eight metrics were used to determine its leading position include: access to healthcare, access to education, insurance coverage and some of the lowest incarceration rates nationally.

BMC HealthNet is in the Schrafft’s Building in Charlestown, MA. This is the oldest part of Boston, originally called Mishawum. It boasts many historical and iconic areas including The Bunker Hill Monument and William Prescott statue.

Compensation

A compensation package will be constructed commensurate with the background and experience of the selected candidate and includes a comprehensive benefits program. Most significant is the opportunity to assume a key leadership role in a thriving organization with an important and committed mission.

For More Information

We appreciate all referrals. Interested parties please send resume to BMCHPMedicareCompOfficer2212@ZurickDavis.com. For additional questions, please contact Annette Cooke or Nancy Mundel at **617-823-9881**. All contact with **ZurickDavis** will remain confidential.

Equal Employment Opportunity Employer It is BMCHP/Well Sense’s policy to maintain a work environment free from discrimination based on race, color, religious creed, national origin, ancestry, gender, genetics, sexual orientation, age, disability, service in the military, gender identity, or any other legally protected category with regard to any term or condition of employment. This policy applies to all aspects of employment, including recruiting, hiring, training, compensation, performance reviews, promotions, discipline, and termination. This policy also applies to all work-related settings and activities, whether inside or outside the workplace and includes customer sites, business trips, and business-related social events. BMCHP/Well Sense’s property (telephones, copy machines, facsimile machines, computers and computer applications such as email and Internet access) may not be used to engage in conduct which violates this policy.