

Senior Operations Manager - Inpathy

InSight Telepsychiatry – External Operations

Position Summary

InSight Telepsychiatry is seeking a senior operations manager to oversee InSight's quickly growing direct-to-consumer division, Inpathy. Inpathy is a national behavioral health practice operated entirely through telehealth. Inpathy's operations fit into two categories, the virtual group practice and private practice. This senior manager will be responsible for directing the goals and priorities for both categories of the practice, and ensuring that any cross-over departments or functions are successfully working together. The senior operations manager will also be responsible for supporting new partnerships and implementations, and ultimately ensuring the growth of Inpathy is in alignment with InSight's other divisions and overall plans. This fast-paced position is an excellent opportunity for an entrepreneurially-minded individual, who is a strategic thinker and passionate about transforming access to behavioral health care. The senior manager will collaborate with referral partners, consumers, providers and team members from around the country, and work to deliver high quality behavioral health care through telehealth.

Organization Overview

InSight is the leading national telepsychiatry service provider organization with a mission to increase access to quality behavioral health care through telehealth. InSight's behavioral health providers bring care into any setting on an on-demand or scheduled basis. With over 18 years of telepsychiatry experience and an active footprint in telepsychiatry-related advocacy, InSight is recognized as an industry thought-leader. InSight is the telemedicine arm of the CFG Health Network, a behavioral health organization that delivers onsite services across the spectrum of care. These roots in onsite care influence InSight's approach to appropriate, quality services delivered through telehealth.

www.inpathy.com

www.insighttelepsychiatry.com

Job Responsibilities

- Responsible for ensuring all day-to-day operations are positioning Inpathy on correct growth path
- Set a specific, but flexible strategic plan for Inpathy and project manage its roll out
 - o Define benchmarks for assessing progress
- Directly supervise the virtual group practice manager and private practice team
 - o Set complementary goals, directions and priorities
- Lead bi-weekly strategy alignment meetings with talent, care navigation (intake), sales, marketing, medical affairs, billing, systems, IT and quality/compliance
 - o Actively manage associated alignment projects
- Collaborate with members of Inpathy and the systems team to evaluate and improve new and future systems, including a patient tracking database, Inpathy telehealth platform and e-prescriber tools
- Create and manage project plans for implementation of new payer contracts and referral programs
- Partner with clinical leadership to set, monitor and enforce good clinical practices

- Develop and enforce practices and protocols to ensure that consumers receive an optimal treatment experience
- Collaborate with finance and billing to streamline revenue cycle processes
- Work with business executive, development and talent team on ever-evolving future plans
- Craft and manage plans for increasing opportunities for value-based care and outcomes tracking
- Participate in development and management of quality assurance activity
- Work with internal resources to review and improve Inpathy related processes
- Conduct administrative interviews with potential Inpathy providers
- All other duties as assigned

Job Requirements

- Five to 10 years of experience in behavioral health management
- Master's degree in Health Services Administration, Business Administration or related field
- At least three years of experience within a growing company
- Proven strategist with the ability to successfully create and implement complex plans across diverse teams
- Flexible and able to function in a fast paced environment
- Comfort working with technology
- Comfort working with a remote team

Ideal Candidate

- Holds an MBA
- Clinical experience in behavioral health
- Telehealth or telemedicine experience
- A generalist who has been responsible for bridging the gap of several departments to create one voice
- Excellent ability to maintain oversight, collaborate and develop and ultimately execute a strategic plan

Logistics

- Position available immediately
- Position based in Marlton, NJ or Lynchburg, VA
- Possible opportunity for telework/ flexible schedule options
- Reports to External Operations Director

To apply, please send your resume and a customized cover letter to recruiting@in-sight.net

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands



and arms; and climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

EOE M/V/F/D