

Medical Affairs Manager

InSight Telepsychiatry: Medical Affairs

Position Summary

InSight Telepsychiatry is seeking a Medical Affairs Manager to work in Marlton, NJ and connect regularly with a national team of colleagues. This position will report to the Director of Internal Operations. This fast-paced position is an excellent opportunity for an organized, problem-solving individual with an interest in medical affairs, behavioral health and telemedicine. This position is responsible for supervising a team of internal licensing and credentialing coordinators that support InSight's employed and contracted behavioral health practitioners in obtaining and maintaining their licensure, prescriptive authority, clinical privileges, and payer enrollment. The Medical Affairs Manager is also responsible for fostering and developing vendor relations for outsourced Medical Affairs licensing, credentialing, privileging and enrollment work. The Medical Affairs Manager is responsible for ensuring that our licensing and credentialing coordinators and vendors submit accurate, timely and complete information to medical affairs customers who are our providers and operational counterparts.

Organization Overview

InSight is the leading national telepsychiatry service provider organization with a mission to transform access to quality behavioral health care through innovative applications of technology. InSight has two decades of experience with telepsychiatry, and serves hundreds of organizations across the country with its on-demand, scheduled, connected services and Inpathy divisions. InSight is uniquely positioned to offer scalable telepsychiatry services in settings across the continuum of care. InSight has a diverse provider team, a robust internal infrastructure and a history of adapting its programs to fit the needs of a variety of different settings and populations.

www.InSightTelepsychiatry.com

Job Responsibilities:

- Develop and maintain an efficient and effective team of internal credentialing coordinators
- Oversight of vendor management to maximize use and cultivate those relationships
- Ability to perform cost to benefit analysis of systems
- Consistently measures productivity of team by using KPIs to reflect performance
- Train/coach credentialing coordinators to improve their professional knowledge and skills
- Routinely conduct 1:1 status review meetings and monitor the progress of coordinators medical affairs jobs
- Delegate new/ongoing Medical Affairs work to the appropriate coordinator
- Develop subject matter expertise in the Medical Affairs database
- Facilitate quarterly Medical Affairs education sessions to garner buy-in across InSight
- Facilitate Medical Affairs specific meetings and communicate updates/completion date to appropriate team members
- Oversight and responsibility for all medical affairs vendors
- Develop and deliver upon performance improvement initiatives for increased efficacy in completion of Medical Affairs work, including workflows, escalations and communication protocols
- Serve as main point of contact for complex or priority medical affairs work, as needed
- Evaluation and implementation of new Medical Affairs database system
- Execute on Medical Affairs special projects and initiatives
- Conduct monthly internal credentialing committee meeting
- Oversee completion of all payer reporting requirements, including report(s) submission and audits
- Develop, implement and review policies and procedures to assure services operate within agency, state, federal and accreditation guidelines

- Support quality initiatives related to Medical Affairs
- Measure compliance and identify deficiencies to make actionable across the Medical Affairs department
- All other duties as assigned

Job Requirements

- Minimum of one (1) year of experience with provider licensure, credentialing and accreditation standards is a must
- Minimum of two (2) years of leadership experience
- Quality assurance experience auditing provider files for compliance is strongly preferred
- Ability to measure compliance and identify deficiencies in file documentation
- Excellent oral and written communication skills
- Independent worker
- Ability to multitask
- Ability to meet deadlines
- Strong attention to detail
- Strong organizational and time management skills
- Comfortable working with a remote team

Ideal Candidate

- Bachelor's degree or higher preferred
- Project Management training and experience preferred
- Experience with credentialing databases such as ECHO
- Behavioral health industry experience
- Quality or Performance Improvement training (Lean/Six Sigma) preferred
- Strong communication skills
- Experience working with a diverse and remote team

Logistics

- Available immediately
- Position based in the Greater Philadelphia area
- Full-time
- Reports to the Director of Internal Operations

To apply, please send your resume and a customized cover letter to jnapoli@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