

DIRECTOR OF MEDICAL AFFAIRS

Organization Overview

InSight + Regroup is the leading and largest telepsychiatry service provider in the US with a mission to transform access to quality behavioral health care. InSight + Regroup serves hundreds of organizations and individuals in various settings across the continuum of care with its on-demand, scheduled services and home-based divisions, including Inpathy.

Position Summary

InSight + Regroup is seeking a Director of Medical Affairs to support the growth and success of its growing virtual practice. This is a unique opportunity to design and grow the medical affairs department of the future within an innovative virtualized, telehealth practice. This unique and fast-paced position is an excellent opportunity for a proven leader who has a background in credentialing, licensing, privileging, enrollment and general healthcare administration.

Our clinicians are equally our customers and our employees. This position requires a strong service orientation to support our clinicians and a tenacity to ensure that they quickly obtain the credentials and privileges they require to transform access to care via telehealth.

Traditional medical staff professionals that rigidly adhere to past practice and the old way of doing things need not apply. This position requires the creative application of best practices in innovative ways.

Job Responsibilities

- Manage supervisors and staff to complete diverse medical affairs jobs efficiently and effectively
- Design and oversee performance management initiatives to achieve maximum effectiveness of the medical affairs staff and the department as a whole
- Manage outsourced vendors as needed to deliver against contracted services and expectations, including delegated enrollment and NCQA standards
- Prioritize and ensure properly delegated responsibility for various medical affairs jobs including primary source verification, credentialing, hospital and facility privileging, state licensure, prescriptive authority, long-form and delegated privileging and enrollment, and the maintenance and renewals of all of the above
- Ensure credentialing systems and supporting technologies are maximized to achieve efficiency and productivity and leverage system interoperability
- Host or oversee medical staff and/or committee meetings
- Ensure medical staff operates within guidelines, policies, procedures, and applicable bylaws or regulations
- Participate in professional performance evaluation, quality, and performance management of clinicians as necessary
- Support compliance initiatives at all times

- Deliver transparency on status of credentialing jobs, including expected completion dates via regular reporting and system. Maintain operational focus with performance indicators, reporting and process improvement.
- Over-communicate with clinicians, colleagues, and partners to build and maintain trust and deliver on expectations
- Position the department, medical staff, organization to obtain and maintain relevant certifications or accreditations
- Continually seek and promote opportunities to improve systems, processes, and people to maximize the department's effectiveness and position in the organization.
- Serve as a leadership liaison between other departments including recruitment, operations, clinician management, quality, account management, sales, billing, and finance.
- Other duties as needed

Job Requirements

- 10+ years of relevant experience with a primary focus on medical affairs
- Relevant experience should include multi-state activities, including enabling practice across state lines
- Diverse experience in leading and performing medical affairs functions including mix of licensing, privileging, enrollment, and primary source credentialing
- 5+ years of experience leading and directing the work of other employees in collaboration with senior management
- Strong management skills
- Mastery of credentialing software program(s) to drive productivity and efficiency
- Quick thinker and decision maker that is capable of prioritization and effective delegation amid competing demands
- Excellent detail-orientation and organizational skills
- Customer/client orientation
- Service and solutions orientation

Ideal Candidate

- CPMSM certification preferred
- Bachelor's or master's degrees preferred
- Experience managing a remote team
- Psychiatry and/or behavioral health experience strongly preferred
- Telehealth experience strongly preferred, operations experience a plus

Logistics

- Position available July 2020
- Headquartered in Mt Laurel, NJ with remote options potentially available
- Full-time

- Reports to the VP of Medical Affairs and Quality
- FLSA Status: Exempt

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