

## Program Manager – Adult Programs

The Health Plan of San Mateo (HPSM), a managed care health plan, seeks a full time Program Manager to engage with internal and external stakeholders to develop, manage, and improve programs related to HPSM’s Medicare-Medicaid Plan (MMP), serving dual-eligible beneficiaries. The Program Manager integrates and executes cross-functional program operations and conducts data analysis in support of departmental processes and organizational goals.

The essential duties and responsibilities will include the following:

- Manage program(s) from initiation through delivery and monitor for continuous improvement.
- Provide input into designing strategies for alignment with functional unit goals and objectives.
- Develop methods, techniques, and evaluation criterion for obtaining results.
- Plan, execute, and evaluate program initiatives to improve performance.
- Participate cross-functionally in business planning to support business unit strategy.
- Contribute to project teams, assigning and monitoring work of team members and providing guidance and leadership.
- May act as the business unit liaison to corporate initiatives and projects.
- Educate and work with external partners and participating practices as needed to identify innovation opportunities and adopt improvement actions.
- Analyzes data and develops reporting specifications to support business requirements/strategies
- Functions as an organizational subject matter expert on regulatory operating environment and payment policies related to HPSM’s Medicare and/or Medicaid line(s) of business
- Perform other duties as assigned.

### Requirements

**Education and Experience:** Bachelor’s Degree required; MBA, MPH or MPP strongly preferred. Business or Healthcare Management, Policy or Administration, Public Health, Finance, or related field preferred. Minimum 3 years or project/program management experience and experience with process/quality improvement techniques required. Medicare and/or Medicaid managed care exposure strongly preferred.

**Knowledge of:** Interpersonal skills and cross-functional relationship building; change management, process improvement and redesign; project management, program evaluation, and consulting methodologies; financial, quantitative, and contracting acumen; quantitative and qualitative research and evaluation methods.

**Ability to:** Think critically and make informed and/or data-driven decisions. Work cooperatively with others. Work as part of a team and support team decisions. Communicate effectively, both verbally and in writing. Adapt to changes in requirements/priorities for daily and specialized tasks

### Compensation & Benefits

**Starting Compensation Range:** Depends on Experience

**Benefits Information:** Excellent benefits package offered, including HPSM paid premiums for employee’s coverage in the medical HMO plan and majority of PPO medical cost. Employee pays a small portion (5%) of the dependent premiums for medical and dental benefits. Additional HPSM benefits include fully paid vision, life, AD&D, and LTD insurance; retirement plan (10% of salary for compensation/HPSM paid); holiday and vacation pay; tuition reimbursement plan; and more.

### How To Apply

**Application Process:** To apply, submit a resume and cover letter with salary expectations to: Health Plan of San Mateo, Human Resources Department, 801 Gateway Blvd., Suite 100, South San Francisco, CA 94080 or via email: [careers@hpsm.org](mailto:careers@hpsm.org) or via fax: (650) 616-8039. **File by: Continuous until filled.** The Health Plan of San Mateo is proud to be an Equal Opportunity Employer and encourages minority candidates of all backgrounds to apply.

**Submissions without a Cover Letter and Salary Expectations may not be considered.**