



Position Description

Position:	Accreditation & Quality Manager	Reports To:	Senior Product Manager
Department:	Solutions – Product	Date:	December 2022

Position is responsible for maintaining CAQH's CVO accreditation status in good standing with relevant organizations, including NCQA, CMS, state regulatory bodies and other related organizations. Must engage and ensure compliance by relevant CAQH staff and vendors and interface with Participating Organizations and accreditation/regulatory bodies, as appropriate. Position also leads efforts in quality improvement and quality monitoring for the CAQH CVO. Position also leads efforts to create and drive audits and quality improvements across various Solutions products. The Accreditation Manager reports to the Senior Product Manager (VeriFide). This is a full-time exempt position.

RESPONSIBILITIES

- Maintain and update annually policies and procedures that support the CAQH CVO. Interface with other CAQH departments and vendors, as needed, to ensure consistency in policies and procedures across the organization (e.g., legal, HR, IT security).
- Develop and implement annual Quality Improvement plan consistent with NCQA and other requirements, including definition of key performance indicators and metrics, quantitative and qualitative analysis of prior year data and trends, and identification of opportunities for improvements. Includes assessment and monitoring of customer complaints.
- Organize, lead and document results of regular internal quality improvement meetings.
- Manage NCQA CVO Certification application and survey process.
- Stay updated on changes to accreditation and state/federal regulatory requirements impacting the CAQH CVO and ensure that those changes are reflected in CAQH processes and the CAQH knowledge base.
- Manage the CVO vendor's work on PSV quality assurance, providing feedback to inline QA and audit processes. Perform periodic QA audits of vendor performance.
- Lead CAQH and supporting vendor/subcontractor compliance activities related to (1) CMS requirements for First Tier, Downstream and Related Entities (FDR), (2) Affordable Care Act requirements, (3) State Medicaid requirements. Serve as the compliance point-of-contact for Participating Organizations with Medicare Advantage and Medicaid business.
- Assess, create, implement, manage and conduct audits and drive quality improvement efforts for solutions products.
- Analyze audits and quality measures to inform best practices across solutions products.
- Develop and maintain audit and quality policies and procedures for solutions products.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to handle multiple tasks seamlessly. Strong attention to detail and the ability to follow-up consistently to resolve concerns and ensure client satisfaction.

- Quantitative and qualitative analysis skills.
- Excellent organizational, project management, prioritization and time management skills.
- Excellent written and verbal communication skills.

- Ability to interact and work closely with all levels of internal and external staff.
- Ability to work independently and sustain high level of motivation and enthusiasm.
- Possesses a strong work ethic and desire to contribute individually, to the team, and to the organization.
- Advance proficiency with Microsoft Office, Word, Excel and PowerPoint.

EXPERIENCE

- Experience with NCQA accreditation or certification requirements.
- Five or more of experience in healthcare quality improvement.

EDUCATION

- Bachelor's degree required; Master's degree in healthcare management or policy or related field preferred.

CERTIFICATIONS

- Certified Provider Credentialing Specialist (CPCS) preferred.

WHO WE ARE

Named one of the “Best Places to Work” by Modern Healthcare for five consecutive years, CAQH has helped nearly 1,000 health plans, 1.6 million providers, government entities and vendors connect, exchange information, and operate more efficiently. CAQH technology-enabled solutions and its Committee on Operating Rules for Information Exchange (CORE) bring the healthcare industry together to make sharing business information more automated, predictable, and consistent. CAQH Explorations research opportunities to reduce the burden of manual processes in healthcare administration.

WHAT YOU GET

CAQH recognizes that its most important asset is its growing team of smart, creative, collaborative, forward-thinking and passionate professionals – and that a comprehensive employee benefits package is an important factor for them in choosing where to work. CAQH offers competitive compensation along with an extensive benefits package for all full-time employees, including medical, dental and vision coverage, tuition assistance and a 401k. We offer full-time remote work to all staff from any location and maintain a physical office (with many amenities) in downtown Washington, DC.

CAQH is an equal opportunity employer. It is our policy to recruit, hire, train, and promote individuals, as well as administer any and all personnel actions, without regard to race, color, religion, sex, national origin or ancestry, age, marital status, disability, protected veteran status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence, or any other characteristic protected by law. CAQH will not tolerate any unlawful discrimination and any such conduct is strictly prohibited.

Applicants have rights under the [Family Medical Leave Act \(FMLA\)](#), [Equal Employment Opportunity \(EEO\)](#), and the [Employee Polygraph Protection Act \(EPPA\)](#). If you are interested in applying for employment with CAQH and need an accommodation to apply for a posted position, contact CAQH Human Resources at 202-517-0436.