

Attachment D - Minimum Staffing Requirements

KEY STAFF	GENERAL RESPONSIBILITY	QUALIFICATIONS/EXPERIENCE
Account Executive	<ul style="list-style-type: none"> • primary contact for state staff • ultimate responsibility for the EPIC and AIH programs and all contract administration and all teams associated. • acquisition of adequate resources and scheduling and provision of resources • fosters cooperative relationship with DOH and is the focal point of contact for DOH • ensures compliance with all SLAs and ensures all deliverables/reports are met and sent 	<ul style="list-style-type: none"> • At least five (5) years account executive experience on a large-scale public pharmacy program • At least two (2) years' experience with a public pharmacy program or other similar organization where significant pharmacy operations experience was obtained • At least (3) years ongoing relationship management with a large client • At least (3) years implementing quality improvement and customer satisfaction monitoring programs • Demonstrated ability to effectively communicate with customer's senior management; and • Demonstrated strong analytical, organizational and problem-solving abilities
Call Center / Customer Service Manager	<ul style="list-style-type: none"> • responsible for management and oversight of the call center operations team and all call center and customer service activities and requirements • responsible for ensuring that all call center representatives are trained, capable and responding accurately • ensures compliance with all call center SLAs 	<ul style="list-style-type: none"> • At least five (5) years in call center oversight responsibilities, e.g., operation of large-scale customer service call center preferably in the health care field • At least three (3) years experience in scheduling and controlling aspects of a large-scale customer service call center • Strong organizational, conflict resolution, and customer service skills • Demonstrated strong problem-solving, verbal and written communication skills and knowledge of management principles
Systems/Project Manager	<ul style="list-style-type: none"> • responsible for the management and oversight of the system and service operations team and all system development and reporting activities and requirements. 	<ul style="list-style-type: none"> • At least five (5) years in project management oversight responsibilities, e.g., planning, design, development, implementation, and operation of large-scale Information Technology project

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	<ul style="list-style-type: none"> • prioritization and development of business specifications and tracking of system changes and enhancements • leading and managing projects and all related deliverables associated with program and/or statutory changes. • identifying and resolving project issues • Creating strategies for risk mitigation and contingency planning • Ensures compliance with all systems and reporting SLAs 	<ul style="list-style-type: none"> • At least three (3) years health care claims processing environment, including development of system architecture and interfaces • At least three (3) years' experience in scheduling and controlling all aspects of a large-scale IT system preferably in the health care field • Demonstrated strong analytical, organizational and problem-solving abilities • Demonstrated ability to bridge business and system requirements • Strong organizational, presentation, and customer service skills
Quality Assurance Manager	<ul style="list-style-type: none"> • responsible for the management and oversight of the quality assurance team and all quality assurance activities and requirements. • monitors performance to ensure compliance with the contract • responsible for implementing continuous improvements • ensures the quality of all deliverables including but not limited to reports, documentation, testing and responses to DOH, members and providers. • ensures all SLAs are meet 	<ul style="list-style-type: none"> • At least five (5) years' experience in managing financial, technical and business quality programs • At least three (3) years' experience in managing the Quality-Assurance component of a large-scale integrated healthcare system, preferably a Medicaid program • Demonstrated ability to communicate effectively, orally and in writing with all levels of management • At least two (2) years experience analyzing performance metrics and identifying corrective actions needed to comply with contract requirements • Demonstrated ability to manage independent testing of software quality • Strong attention to detail and organizational skills

Qualifications/Experience and General Responsibility may change at the discretion of The Department of Health.