

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency MDHHS-COM HEALTH CENTRAL OFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) BUREAU OF AGING, COMMUNITY LIVING AND SUPPORTS
4. Civil Service Position Code Description DEPARTMENTAL ANALYST-A	10. Division INTEGRATED CARE DIVISION
5. Working Title (What the agency calls the position) CONTRACT MANAGER	11. Section PACE
6. Name and Position Code Description of Direct Supervisor PERRY, ROXANNE R; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor SEAGER, MATTHEW S; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 400 S. PINE, LANSING / M-F, 8:00 AM – 5:00 PM

14. General Summary of Function/Purpose of Position

Performs as the primary liaison between the Department of Health and Human Services and the Program of All-Inclusive Care for the Elderly (PACE) Organizations contracted to provide Health Care to Medicaid clients. Performs as communications liaison for DHHS assisting with evaluation, oversight, reporting, and operational activities related to the PACE Organizations. Performs as Contract Manager of the PACE Contracts, which includes participating in on-site visits and site visit team responsibilities. Serves as contact person for providers, associations, county and local agencies, and inter and intra-departmental entities. Provides communication to the PACE Organizations by telephone, letter, on-site visits, and/or meetings. Serves as a liaison to facilitate and monitor the contract compliance of PACE Organizations and network health care providers. Serves as an advocate in resolving any service problems that may occur. Perform activities to assist the operational capabilities of the PACE Organization as a Medicaid Provider. Performs duties to maintain the integrity of the Medicaid Program, provider contractual agreements and the provision of Health Care to the Medicaid client.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.
List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1**General Summary:****Percentage: 55**

Performs as contract manager of the PACE organizations.

Individual tasks related to the duty:

- Conducts annual on-site visits to assigned PACE Organizations, prepares for site visit and provides information to clinical audit staff. Initiates the written site visit report documenting non-compliance program agreement, state contract, and Federal PACE Regulation.
- Evaluates and documents assessment of PACE organizations' corrective action plans resulting from site visits.
- As the content expert, explains and interprets documents/ and/or requirements for PACE organization reporting such as, status reports, utilization reports, reconciliation reports, annual reports, data exchange and related issues and problems. Responsible for compiling and distributing all reports to the necessary area.
- Resolve discrepancies identified through analysis and PACE enrollments and payment queries using data stored in the MDHHS Data Warehouse.
- Monitors PACE organizations for contract compliance on an on-going basis, in accordance with the three-way program agreement, state contract, department policies and procedures and Federal regulations. Interprets and clarifies the three-way program agreement, state contract and other regulations as questions arise from less experienced team members need to ensure compliance.
- Monitor PACE programs for compliance issues and notify leadership of severe compliance issues such as not being fiscally sound.
- Serve as the main state contact for specific PACE organizations. Facilitates meetings with internal staff and/or CMS to discuss monitoring and compliance liaison activities with assigned organizations.
- Recommends amendments to program agreements as well as modifications to policies and procedures to achieve greater efficiency and effectiveness of the program and better serve PACE participants.
- Interfaces with and provides guidance to contracted PACE organizations and program and department staff on issues, coordination, compliance, enrollment and grievance/complaints/appeals. Interacts with and provides clarification of the PACE regulations to the contracted PACE organizations and their staff on any known compliance issues identified during monthly or ad hoc meetings related to enrollment, grievances, appeals or complaints.

Duty 2**General Summary:****Percentage: 20**

Performs as the primary liaison between the Michigan Department of Health and Human Services and PACE organizations.

Individual tasks related to the duty:

- Provides legislators with statistics and PACE information as needed. Attend meetings with legislators as needed to provide PACE information updates.
- Communicates with the contracted PACE Organizations by telephone, letter, on-site visits, and/or meetings.
- Performs research, assessment and analysis (determining potential short- and long-term consequences) of policy and contract changes to provide clarification in the form of letters and/or bulletins. Make verbal or written recommendations on potential changes needed based on research and assessment.
- Provides information, clarification and interpretation of contract language by direct communication and/or referral to appropriate area.
- Responds to inquiries via telephone and written communication.
- Research potential changes of the federal regulations and alerts the PACE program so they can be prepared to respond during the public comment period.

Duty 3**General Summary:****Percentage: 15**

Serves as contact person for providers, associations, county and local agencies, and inter- and intra-departmental entities and communication liaison for the Department regarding various activities defined in the contract for the PACE organizations they oversee.

Individual tasks related to the duty:

- Utilizing extensive knowledge and experience provides highly specialized training on topics such as CHAMPS, EGrAMS and Medicaid and education to local agencies, inter and intra-departmental entities to direct and guide them in fulfillment of specific contractual obligations.
- Leads the PACE team in validating the state's voluntary disenrollment data with the individual PACE programs prior to sending the data to actuarial for calculating the Voluntary Disenrollment Incentive.
- Collects the provider Screening Information Collection Tool (SICT) from PACE providers for the Managed Care Data and System Support Section.
- Within the confines of State and Federal regulations, using knowledge and experience to assess time constraints, provide guidance and oversight to entities seeking to establish a PACE program in Michigan.

Duty 4**General Summary:****Percentage: 5**

In conjunction with the quality workgroups, advises as to the appropriate/pertinent quality measures.

Individual tasks related to the duty:

- Liaison between PACE and quality workgroups.
- Analyze Michigan program data and make program improvement recommendations.
- Make quality recommendations for the PACE auditing guide

Duty 5**General Summary:****Percentage: 5**

Other duties as assigned

Individual tasks related to the duty:

Other duties as assigned

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Work assignments, job priorities and work adjustments.

17. Describe the types of decisions that require the supervisor's review.

When issues or problems have program-wide implications or impacts areas other than the specific assigned area of responsibility.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Majority of work is performed in an office setting with use of a personal computer. Travel involved is based on the PACE organizations and/or counties assigned. Minimal transportation of documents for meetings is required.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | N | Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

To serve as liaison and contract manager for contracted PACE organizations.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Updating to add Duty #4.

25. What is the function of the work area and how does this position fit into that function?

The primary function of the work area is to ensure compliance with the contracts between the PACE organizations and the Department. This position serves as liaison and contract manager for contracted PACE organizations.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Analyst 12

Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

Alternate Education and Experience

Departmental Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Possess the ability to communicate effectively, both verbally and in writing. Possess knowledge and/or experience in contract monitoring. Possess the ability to analyze documents, concepts and a program's viability; pay close attention to detail, and ability to function under pressure to make accurate independent decisions. Possess knowledge of the Medicaid Program. Knowledge and/or experience assessing, monitoring and evaluating contracts is desirable. Additionally, as listed on the CSC Job Specification.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

CERTIFICATES, LICENSES, REGISTRATIONS:

none

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

none

I certify that the entries on these pages are accurate and complete.

WHITNEY HENGESBACH

10/22/2025

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date