Position: Vice President, STEER

Location: Mumbai

Position Overview: A healthcare professional who understands and has in-depth knowledge of the RCM process. Understand client workflows and is able re-design it for offshore fitment. Focuses on developing and deploying tools/methods/best practices to drive seamless knowledge transitions from clients to IKS and running it till stabilization mode - 90 days from knowledge transition.

Responsibilities

Overall:

- Leads a team of subject matter experts (Managers) and manage the Onsite knowledge mapping/documentation/transition & operational implementation of the project
- Manage RCM operations for all knowledge transitioned projects for 90 days from transition
- Support onshore sales and relationship management team in identifying new/additional business opportunities with the customer
- Participate and run site/company level projects, Example: Standardization initiative, DARE (Technology) implementation in all project right from initial stage
- Work/coordinate with existing projects on quality issues/learning opportunities and implement it for all future transition as part of continuous learning process
- Should be responsible for knowledge Transition/Workflow Design for new accounts/projects or expansion of scope for current accounts/projects
- Interact with client during Knowledge Transition and 1st to 3rd months post go live phases on identifying and plugging gaps pertaining to knowledge/processes
- Support Transition team to Manage conflicts arising during the offshore design stage (by agreeing on basic project assumptions, operational definitions, financial assumptions, etc.)
- Resolve conflicts and difference of opinions in project objectives (critical success factors, costs, timelines, etc.)
- Deal with team conflicts (conflicts with support functions, internal conflicts with operations teams, etc.)

While onsite Learning and Design Phase:

- Works closely with customer during design, planning and pilot phase
- Undertake all project activities related to workflow design, operations - 90 days post knowledge transition. (Including client and internal reporting on project metrics, highlighting Scope creep or financial impact due to scope change if any to transitions, etc.)
- Develop offshore service management framework (SSA, SLAs, etc.) jointly with customer & operations team for offshore service delivery
- Evaluate project risks and develop and implement mitigation plans
- Meet targets defined for issues/escalations reported by client in regard to KT
- Oversee direct and indirect reports from other support functions working on specific projects during the transition phase (e.g. training, operations, quality, BI teams etc.)
- Work closely with client during pre-design & design stage to develop thorough/complete workflow and knowledge implementation plan
- Interact with client (in coordination with transition, legal team, relationship management team & Operations) to develop a service management framework (SSA, SLAs, etc.)

During Document and Training Phase:

- Ensure successful accreditation of staff by coordinating with CORE trainers, process trainers and training development team
- Conduct TTT sessions post KT if required and work closely with trainers/QA's/TL's when they train new resources

During Operate Phase:

- Maintains and monitors project metrics
- Interacts with clients with respect to project status and plans
- Conducts team meetings to review internal projects/task status
- Report internally and to the client periodically
- Closely monitor team performance against client SLAs and develop and implement improvement plans wherever necessary
- Run operations for the 1st 90 day days, during this stage coordinate with IKS transition/operation/quality/training/sales/BI team on KT related activities and act as a SPOC for 1st 3-4 months of project going live.
- Responsible for quality and production of resources on new projects for 1$_{st}$ 3-4 months ensuring that benchmark is met
- Completely responsible to manage operations during pilot stage, document all best practices or prepare working guide to share with Operations.
- Interact with client side project manager to proactively identify issues and provide resolutions pertaining to ownership of accounts/inventory which needs to be owned by either parties

Handover & Transfer Phase:

- Oversee migration of projects through BAU stage and until handover to Operations
- Support Operations leader to run daily operations during the handover phase
- Prepare a detailed handover/transition document for Operations use post-handover and get it agreed with operations

Experience, Knowledge, Skills/competencies required (what is expected to be achieved to meet organizational goals)

- Minimum 15 years of experience in the healthcare domain
- Should have managed large healthcare knowledge transitions or workflow design initiatives. Prior role in Operations will be an added advantage
- Should have hands-on experience on working on encounters/accounts/transactions in PP/AR/Billing/CE and CBR functions. Exposure to coding will be an added advantage
- Should have managed teams in the past and should be good with people/team management
- Should be a subject matter expert in RCM
- Payer experience/exposure is an added advantage

Specific skills needed to perform

- **Technical Skills:** Healthcare Operations AR + Billing + PP (exposure to front end functions, Charge Entry and Credit Balance is preferred)

- Good knowledge of MS-Project and MS-Office tools

- **Human Skills:** Should be able to lead a team of AR/Billing/PP professionals

- Conceptual Skills: Organizational requirements (night shifts, travel, etc.): Should be willing to work in shifts and travel at short notice

Education:

- Bachelor's Degree is a mandate
- Masters/PGDBM is preferable