



Title: Director of Payer Relations and Policy

Job Family: Manager of Programs

Employee Name:

Employment Status: Exempt

Supervisor Title: Vice President of Public Policy

Date Revised: 05/27/2021

Summary of Position:

The Director of Payer Relations and Policy is responsible for leading the public and private payer policy efforts of the Immune Deficiency Foundation, ensuring that policies developed by private insurance companies and public payers provide full access to necessary care and treatments for individuals with primary immunodeficiencies (PI). Support of additional IDF initiatives may be required. This position will represent the organization to the public and interact closely with other staff members, particularly those involved in patient services, research, and communications.

Position Responsibilities:

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- Provide advice to staff handling “Ask IDF” payer inquiries and provide direct answers to complex payer questions and challenges.
 - Identify issues gleaned from IDF inquiries to inform payer policy priorities.
 - Lead public policy team efforts to set payer policy priorities.
 - Develop and implement strategies to address systemic public and private payer challenges.
 - Coordinate with consulting physicians to address specific policy challenges by writing letters, pulling together materials, sending emails and coordinating phone consultations with payer representatives.
 - Communicate with patient advocates from therapy producers to identify coverage challenges and coordinate advocacy to support access for individuals with PI.
 - Communicate with other patient advocacy organizations to stay informed about broad health access challenges and successful strategies being implemented.
 - Plan and implement payer education efforts including recruiting payer participants, developing agenda, materials and presenting programs.
 - Develop relationships with major payer representatives.

- Add content to the payer webpage and ensure it is regularly updated.
- Utilize the Canary Insights tool to identify payers and help address challenges.
- Draft payer-related content for e-newsletters, blogs and other communication needs.
- Advise and assist public policy team on payer issues impacting federal and state advocacy.
- Stay informed on public policy developments related to Medicare, Medicaid and the Affordable Care Act and understand the implications to payer policies.
- All other duties as assigned.

Education:

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- Bachelor's degree or equivalent experience.
 - Any equivalent combination of training, education, and experience that demonstrates the ability to perform the essential functions of the position.

Experience:

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- Minimum of five years' experience working for or interacting with health insurance and/or healthcare payer entities
 - A considerable amount of work-related skill, knowledge, or experience is needed to perform the essential functions of this role.
 - Experience working on issues related to Medicare, Medicaid, TriCare and/or other public healthcare payer programs
 - Experience analyzing private health insurance policies and related documents

Technical Requirements:

Proficiency in the following software programs is necessary for this role:

- Microsoft Office, including Word, Excel, PowerPoint, Outlook
- Internet Browsers (Firefox, Chrome)
- CRM software
- Project management software
- Canary Insights

Job Competencies:

Universal Competencies for All Staff:

Details key behaviors necessary for each employee to perform effectively across whole organization. Target behaviors guide the goal setting and performance evaluation process. As each employee ascends in their career journey, they cultivate and utilize the new skills they acquire at each level.

- **Adaptability:** Adapts well to changes in assignments and priorities; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; approaches change positively and adjusts behaviors accordingly.
- **Communication:** Uses effective and accurate writing and speaking skills; clearly conveys and receives information to others in a timely manner that engages the audience, helps them understand the message, and invites responses; includes all relevant team members when sharing information.
- **Customer/Client Focus:** Makes customers (both internal and external) and their needs a primary focus of one's actions; developing and sustaining customer relationships.
- **Planning and Organizing:** Organizes work, sets priorities, and determines resource requirements; determines necessary sequence of activities needed to achieve goals in a complete and timely manner.
- **Teamwork:** Participates as an active and contributing member of a team to achieve team goals. Builds strong work relationships and adjusts to how individuals and organizations function and react. Responds positively to feedback and incorporates it into work. Works cooperatively with other team members, involves others, shares information as appropriate, and shares credit for team accomplishments.

Competencies for Manager of Program

Details key behaviors necessary for each employee to perform effectively in their specific role. Target behaviors guide the goal setting and performance evaluation process. As each employee ascends in their career journey, they cultivate and utilize the new skills they acquire at each level.

- **Managing Work:** Shows ability to plan, schedule and direct work of self and others. Balances task requirements and individual abilities. Sets challenging yet achievable goals for self and others. Comfortably delegates responsibilities, tasks, and decisions; appropriately trusts others to perform; provides support without removing responsibility.
- **Decision Making/Problem Solving:** Identifies and understands issues, problems, and opportunities. Compares data from different sources to draw conclusions. Analyzes problems into components and recognizes interrelationships with an awareness of strategic priorities and objectives; makes sound, well-informed, and objective decisions. Compares data, information, and input from a variety of sources to draw conclusions; takes action that is consistent with available facts, constraints, and probable consequences.