



**Position:** Compliance and Regulatory Affairs Manager

**Department:** Compliance

**Reports to:** CEO

### **About PSHP**

Few industries are growing as quickly with such a strong career outlook as health care. Puget Sound Health Partners is poised to become the local industry leader in supporting health care delivery within the 65+ market arena, and we're looking for qualified individuals to join our winning team. Our goal is to promote our members' health through local provider innovation, work as responsible stewards of health care resources and be an active partner in improving the health of our communities. We believe that experience, teamwork and accountability will help us succeed. We offer a competitive salary, comprehensive benefit package, and rewarding growth potential. PSHP is an equal opportunity employer.

### **Summary of Duties**

Ensures organizational compliance with all laws, regulations and industry standards. Ensures that leadership is aware of compliance requirements and that requirements are met or deficiencies are communicated immediately to leadership and corrective actions plans are implemented. Develops, implements and manages the Organization's compliance program. Chair of the Compliance Committee of the Board of Directors. Responsible for developing and maintaining collaborative working relationship with state and federal regulators.

### **Key Responsibilities**

- In conjunction with the CEO and the compliance committee, develops, implements and manages the annual compliance program that meets the requirements of the State and Federal regulators and promotes the goals of the organization.
- Serves as chair of the compliance committee to ensure compliance function is operating effectively and as required. Revises the compliance program as needed under the direction of the compliance committee and the CEO. Prepares periodic compliance reports for the Board of Directors.
- Responds to inquiries from state and federal regulatory authorities and consumer protection groups.
- Ensures compliance of web, television, print and direct mail advertisements with regulatory requirements.
- Analyzes, evaluates and communicates all proposed and enacted State and Federal legislation/regulations affecting the organization.
- Performs oversight of all operational functions to ensure compliance, developing and monitoring corrective action plans where deficiencies are identified.

- Researches the compliance requirements for the activities of the organization.
- Oversees sales agent compliance with state insurance regulations. Oversees regulatory issues relating to licensing and appointment of sales agents.
- Trains all employees including, but not limited to sales agents, verifiers, and customer service representatives on regulatory and compliance issues.
- Establishes policies and procedures relating to compliance matters.
- Authors detailed synopses of legislation/regulations on an expedited basis to be distributed to the executive team so that requisite business and administrative decisions can be made on a prospective basis well in advance of all applicable effective dates.
- Clarifies ambiguous legislative/regulatory provisions. Corresponds directly with the regulatory authorities or insurance trade associations.
- Resolves implementation problems concerning enacted laws and promulgated regulations for PSHP.
- Coordinates and oversees State/Federal filings regarding certification of managed care products. Compiles data to complete surveys regarding products.
- Promotes positive relations with regulators, partners, vendors, and distributors.
- Serves on planning and policy-making committees as requested.
- Serves as Compliance Officer for the organization.

### **Required Knowledge, Skills, and Abilities**

- Experience developing and managing an organizational compliance program.
- Ability to use strong interpersonal and communication skills to build and maintain relationships, persuade and influence others.
- Knowledge of Federal and State regulations, policies and standards involving compliance.
- Ability to produce quality materials within tight timeframes and simultaneously manage several projects.
- High level of attention to detail.
- Ability to effectively present and represent the organization's interests externally with regulators.
- Ability to participate in and facilitate group meetings.
- Ability to meet deadlines and adjust to changes in company policies, procedures and priorities.
- Strong change management and influence skills; ability to negotiate and communicate across all levels of the organization.
- Ability to create, compose and edit written materials.
- Excellent time management and organizational skills.
- Maintain a professional appearance and provide a positive company image to the public.
- Proficient in use of the Microsoft suite of products and strong analytical skills.
- Willingness to work a flexible schedule and occasional travel within the region and throughout the country.

### **Preferred Skills**

- Experience working directly with CMS as a Health Plan representative.
- Experience developing and managing an organizational compliance program for a Medicare Advantage health plan.
- Lean and/or six sigma experience.

### **Education and Training**

Bachelor's degree in business, communications or quantitative field. Masters preferred.

### **Working Conditions**

Working conditions are normal for an office environment.

### **Location**

Federal Way, Washington