

JOB DESCRIPTION

CHIEF FINANCIAL OFFICER NEIGHBORHOOD HEALTH PLAN

THE OPPORTUNITY

This is a terrific opportunity to join the leadership team at Neighborhood Health Plan (NHP), a nationally-recognized Massachusetts provider of managed care health plans to underserved populations, in a strategic, collaborative Chief Financial Officer role. This unique health plan is recognized for its commitment to quality, excellence and cost-containment. NHP is well respected both for its mission and for the quality of its services and management. The CFO must share that commitment and will be a pivotal player in advancing this agenda.

The confluence of Massachusetts health care reform and turbulent economic times has created daunting challenges and potential opportunities for the entire health care community, including NHP. A talented, credible CFO is needed to collaborate with NHP's CEO, Board of Directors and senior leadership team to review, refine and implement the strategic direction of Neighborhood Health Plan. The CFO will work in close partnership with the President/CEO, and play a key leadership role on the executive management team. S/he will have direct responsibility for the fiscal stewardship of the Plan's resources including its investments. The CFO will lead and manage NHP's finance organization and, along with the President/CEO and the Board, be accountable for the overall financial well-being of NHP. The successful candidate will have strong business acumen, a pragmatic approach, and a deep understanding of the financial aspects of the business. S/he will be called on to make critical business judgments and recommendations with respect to the strategic evolution of the business driven by the changing times and health care landscape. S/he will also be an internal and external strategist with outstanding judgment and impeccable integrity; a big-picture thinker who is able to explore options in terms of both their short-term and long-term impacts and implications; a top-notch communicator who can convey complex information in a calm, clear and understandable manner to all levels of staff, the Board and other stakeholders; and a team player and collegial relationship-builder.

For more information about NHP, please go to www.nhp.org

ORGANIZATION OVERVIEW

Neighborhood Health Plan (NHP) is an independent, not-for-profit, managed care organization providing accessible health care services that are member-focused, quality-driven and culturally responsive to members' needs. Founded in 1986 by the Massachusetts League of Community Health Centers and the Greater Boston Health Forum for Health Action, NHP differs from other health plans in its strong mission

orientation toward serving low-income, traditionally underserved populations. Its Board composition reflects that commitment. NHP has experienced significant growth in past years and currently serves more than 200,000 members. It offers a complete continuum of health plans, including MassHealth, commercial and Massachusetts Commonwealth Care products.

NHP maintains a comprehensive, high-quality provider network that includes many of the best community health centers, medical group practices and hospitals in the state and includes:

- 3,500 primary care physicians at more than 446 primary care sites;
- 12,300 specialists at 64 teaching, community and specialty hospitals and 55 community health centers.

Though it is a smaller plan, NHP is quite complex due to its combined government and private sector relationships and members, and it must be responsive to regulators and stakeholders in both worlds. The current economic climate and changes in the health care world represent a challenging set of circumstances for the organization. Consistently delivering quality, compassionate care to NHP's members at an affordable price, while continuing to be compressed by marketplace pressures, is one of the organization's greatest challenges.

The current CFO, who is retiring this fall, will be available on a consulting basis through the end of 2010. The incoming CFO will have the option to call on the predecessor's knowledge and expertise as the new CFO transitions into the organization and role.

THE POSITION: SCOPE AND RESPONSIBILITIES

Reporting to the President/CEO, and working closely with her and the Board, in particular its Finance and Audit Committees, the CFO has primary responsibility for the fiscal stewardship of Neighborhood Health Plan resources. S/he will lead and manage NHP's finance organization; be responsible for management oversight and the strategic direction of the Plan's finances; and will plan, direct, coordinate and communicate all NHP financial activities. S/he will develop, review and refine policies and procedures relative to accounting, budget and financial planning, financial controls, investments and underwriting practices; and develop, maintain and enhance relationships with regulators, financial institutions and other health plans. The culture of NHP is highly collaborative, and the senior team's work style is grounded in an integrated matrix work model; the CFO will be expected to work collaboratively and cross-functionally with the operating divisions. S/he will provide key thought leadership in the Plan's strategic planning process and will be instrumental in the management and efficient implementation of key NHP projects. The CFO will develop the leadership and functional abilities of all Finance staff, building and maintaining a high-performance team.

Specific accountabilities include:

- 1. Lead strategic, tactical and operational aspects of NHP finances, and effectively communicate the results, issues and opportunities.**
 - Control the financial operations; direct all accounting, disbursement, payroll, auditing, and credit and collections functions; establish budgetary controls and procedures; and ensure proper maintenance of financial records.

- Lead the review of financial data to analyze revenue trends and expenses and the development of projections; develop annual budgets and forecasts and suggest strategies where appropriate.
 - Evaluate and propose cost management and revenue-enhancement opportunities.
 - Direct the preparation of all internal and external financial reports, and oversee annual and other audits.
 - Responsible for all regulatory financial compliance, including the reporting on, payment of and compliance with all local, state and federal taxes, including NAIC Model Audit Rule requirements.
 - Responsible for all real estate negotiations and for maintaining relationships with building ownership as well as real estate advisors.
 - Ensure that NHP has appropriate property, liability and other insurance coverage as well as risk sharing and risk management practices.
2. **Oversee and direct the underwriting and actuarial functions of NHP.**
- Set appropriate reserves.
 - Develop commercial premium rates and rating methodologies.
 - Analyze and report on medical trends.
3. **Direct the Plan's investment programs and strategy.**
- Develop and maintain investment policies for NHP liquid assets;
 - Participate in the selection of investment portfolio managers;
 - Monitor the performance of the portfolio managers against established benchmarks.
4. **Collaborate with the CEO, senior leadership team and Board in the leadership of NHP's strategic planning, operations and evaluation processes.**
- Evaluate and advise on the impact of long-range planning, introduction of new programs and strategies, and regulatory action.
 - Provide strategic financial input and leadership on decisions affecting the organization, such as evaluation of potential alliances, business challenges, investments, select contracts, pension fund diversification, etc.
 - Appraise NHP's financial position, and issue periodic reports on financial stability, liquidity and position.
 - Work closely with the Board's Finance and Audit Committees, and plan and coordinate their agendas.
 - Ensure the availability of accurate and timely financial information to support decision-making at the organizational level.
5. **Contribute to, and lead where appropriate, NHP's relationships with its clients, partners, providers, government agencies and others.**
- Establish, cultivate and optimize relationships with appropriate government entities and the financial community.
 - Provide senior financial leadership in the negotiation of financial terms of NHP contracts with providers and clients.
 - Ensure compliance with all local, state, and federal government and other agency regulations.
6. **Encourage a culture of cross-functional teamwork within Finance and across NHP, and support staff as they develop into an even more high performance team.**

- Evaluate the Finance Department’s structure and team plan for continual improvement of the efficiency and effectiveness of the group, and provide individuals with professional and personal growth and opportunities as appropriate.
- Drive cross-functional teamwork within Finance and effective teamwork across NHP.
- Provide technical financial advice and guidance to others within the financial discipline and in NHP.
- Recruit, coach, mentor, develop, and manage the performance of direct reports, including:
 - ❖ Director of Provider Audit
 - ❖ Chief Actuary
 - ❖ Controller
 - ❖ Director, Financial Planning and Analysis

QUALIFICATIONS

Background and Experience

- Significant senior health care finance, management and leadership experience;
- Deep understanding of managed care organizations, Medicaid funding, state and Federal government, the current business environment, special populations and the financing of uncompensated care.
- Experience with managed care; experience with Mass Health or other state Medicaid program a plus.
- Knowledge of community health centers and the particular challenges and opportunities they face, and a commitment to community-based health care delivery.
- Appreciation of the intricacy and importance of MCO operations as fundamental to achieving the mission.
- Excellent understanding of regulatory requirements.
- Master’s degree in relevant specialty (e.g., MBA, MPA, MPH) or equivalent training or experience. CPA a plus.

Skills and Attributes

- Highly respected and credible leader with a passion for, and commitment to, NHP’s mission and the communities it serves.
- Ability to think strategically and to set strategic direction.
- Exceptional communication and presentation skills.
- Excellent ability and a commitment to motivate, mentor, develop and lead staff, fostering a culture that embraces new ideas and galvanizes people to achieve the mission.
- Collegial relationship-builder and team player..
- A creative, forward-thinking individual who exhibits high ethical standards and an understanding and respect for diversity.
- Strong business acumen and a pragmatic approach.
- Impeccable integrity.
- Proven ability to build and nurture relationships across business functions and externally.
- Invigorated by the challenges of the times.
- Able to manage multiple projects simultaneously.
- Self-directed with superb organizational and project management skills.

- Accountable, decisive and results-oriented.

To apply, please forward resume and cover letter to admin@ecdonna.com

NHP's mission targets a diverse population, so by design their employees are just as diverse. As an equal opportunity employer, NHP recognizes the power of a diverse community and encourages applications from individuals with varied experiences, perspectives and backgrounds.

July 13, 2010