



distribution or redistributing of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities.

The Medicaid Division is aligned with the Oregon Health Authority’s core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In our practice, these values are expressed through:

**Health Equity:**

- Addressing the clinical and social conditions, as well as the historical and contemporary injustices, which undermine health, so everyone can reach their full health potential.
- Considering the diversity of Oregon’s communities as we make decisions about how policy and practice are developed, and how resources are distributed.
- Respecting diverse cultures, populations, histories, and health practices; ensuring a diverse workforce and inclusive work environment.

**Service Excellence:**

- Exceeding expectations and being committed to delivering responsive, efficient, and effective solutions.

**Integrity:**

- Being accountable for maintaining the highest standards and outcomes in all aspects of our work; being a good steward of public trust and resources.
- Ensuring decisions are informed, fiscally responsible, open, and easily understood.

**Leadership:**

- Ensuring every employee has the ability and opportunity to help make changes that improve health and transform health care.
- Leading improvement in health through innovative strategies and creative solutions.

**Partnership:**

- Seeking out, listening to, and collaborating with partners across diverse communities; respecting internal and external ideas and opinions.
- Working with key invested partners and communities to protect and promote the health of all people in Oregon.

**Innovation:**

- Not being satisfied with the status quo and seeking new and better ways to meet the needs of the people we serve with creativity and openness.
- Pursuing opportunities to develop new evidence to evolve our practices.

**Transparency:**

- Communicating honestly and openly, ensuring our actions are upfront and visible.
- Providing open access to information and meaningful opportunities to provide input and participate in our decision-making.

**Medicaid Division description:**

OHA is home to most of the state's publicly supported health programs. OHA divisions include Behavioral Health, Equity and Inclusion, Fiscal and Operations, Health Policy and Analytics, Medicaid, Public Health, and the Oregon State Hospital.

The Medicaid Division is responsible for the design, development, implementation, monitoring, evaluation, and improvement of publicly funded Medicaid programs and related health programs, which includes the Oregon Health Plan (OHP), Healthier Oregon, the OHP-Bridge Program, and initiatives under 1115 demonstration waivers, state plan authorities, and 1915 home and community-based services waivers. The Division is the Single State Medicaid agency authorized to enter into agreements with the federal government for the state of Oregon. The division defines and manages the Oregon Administrative Rules divisions that govern OHP-covered health care services, eligible fee for service health care providers and participating managed care plans, including Coordinated Care Organizations (CCOs), to ensure programs and services are delivered effectively, equitably, and in compliance with state and federal regulations.

Medicaid, and the related health programs the division oversees, provides coverage for health care and related services for Oregonians with low income. Currently, one out of every three Oregonians receive healthcare through Medicaid programs. These programs play a crucial role in improving health care access, promoting health equity, and reducing disparities across the state. The collective and collaborative effort of division management and staff are essential in helping OHA achieve its vision and aim to produce better and more equitable health outcomes and move closer to our strategic goal to eliminate health inequities by 2030.

**Unit/Program Description:**

The Performance Analytics team will provide oversight and ensure compliance with federal regulations for the Medicaid Managed Care program. This position will have specific emphasis on data collection, data analytics, and performance monitoring to improve the Managed Care Organization's quality of care and compliance with state and federal requirements.

**b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:**

The Performance Analytics Manager will provide leadership, supervision and direct the work of the Performance Analytics team. The position will develop a data infrastructure to monitor Oregon's Managed Care Organizations' performance against state and federal requirements. The position will work with internal and external partners, such as CCOs, OHP members, Health Analytics unit, Office of Information Services, CCO Operations unit, Enterprise Information Services, and Department of Human Services. This position will work collaboratively with the CCO Quality Assurance and Quality of Care Manager and CCO Engagement and Collaboration Manager to align work across the various teams to improve Agency oversight of state and federal managed care requirements. This position will also be responsible for the development of CCO readiness reviews in advance of the implementation of the new waiver-related services, as well as contract deliverables specific to the new waiver-related benefits. This manager will have specific emphasis on data analytics associated with this work. This position will also be responsible for the development of CCO readiness reviews in advance of the implementation of the new waiver-related services, as well as contract deliverables specific to the new waiver-related benefits.

### SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.*

% of Time	N/R/NC	E/NE	DUTIES
At all times		E	<p><b>Align Conduct with OHA’s Values and 2030 Strategic Goal</b></p> <ul style="list-style-type: none"> <li>• Demonstrate awareness, understanding and alignment in service delivery with the OHA Core Values of Health Equity, Service Excellence, Integrity, Leadership, Partnership, Innovation, and Transparency.</li> <li>• In addition to the cultivation of equitable practices across all aspects of the position description, learn and apply knowledge and skills to interrupt systemic racism and oppression of groups most impacted by historical and contemporary racism and social injustices; Invite and facilitate the equitable distribution or redistribution of resources and power.</li> <li>• Lead and recognize the value of individual and cultural difference; demonstrate evidence of ongoing development of personal cultural awareness and humility; create and foster an inclusive work environment that is respectful and accepting of diversity and where talents and abilities are valued.</li> <li>• Contribute to a positive and productive work environment; perform all duties in a safe manner; and comply with all policies and procedures.</li> <li>• Model professional behavior. Interrupt and report inappropriate behaviors, especially those in violation of policy; take proactive action, facilitate reparation, promote restorative justice, and support healing and dignity for those who experience harm.</li> <li>• Model a commitment to and actively influence and shape OHA’s 2030 goal of eliminating health inequities; establish awareness, understanding, and application of principles related to creating and sustaining culturally responsive, anti-racist, inclusive, and trauma-informed services, approaches, policies, and practices.</li> <li>• Hold awareness and be attentive to the direct and indirect accountabilities and opportunities within the Medicaid Division to positively impact and influence the goals, strategies, actions, and measures outlined in OHA’s strategic plan (2024-2027).</li> </ul>

			<ul style="list-style-type: none"> <li>Use language that promotes equity, engagement, asset-framing, and power-sharing; when crafting written content or correspondence, reference and adhere to equity-centered communication guidelines outlined in the <a href="#">ODHS/OHA Writing Style Guide</a>.</li> </ul>
40%	N	E	<p><b>Supervision of the Performance Analytics team</b></p> <ul style="list-style-type: none"> <li>Supervise, monitor performance, provide leadership, direction, and support for a diversified group of professional level and technical level staff</li> <li>Hire, engage, empower, develop, coach, mentor, support, monitor staff</li> <li>Initiate disciplinary actions and terminations</li> <li>Develop long- and short-term unit goals and plans</li> <li>Identify and analyze unit metrics and data to identify trends and initiate changes based on data</li> <li>Administer programs so that they comply with all applicable statutes, rules, regulations, and procedures</li> <li>Develop streamlined and efficient unit processes and procedures to achieve operational excellence</li> </ul>
50%	N	E	<p><b>Management of Compliance Data Analytics</b></p> <ul style="list-style-type: none"> <li>Develop and supervise CCO Performance Monitoring System and Data Analytics Infrastructure</li> <li>Provide oversight for research planning, design, analysis and coordination of data to achieve policy and programmatic objectives.</li> <li>Plan and develop research and audit initiatives to ensure CCO compliance with federal and state requirements</li> <li>Execute the policies and goals through the management of operations, people, and their work. Provide direct supervision and management over agency staff, lower-level managers, and/or supervisors. Organize and assign work activities and projects, manage programs, monitor workflow, and review and evaluate work products, methods, and procedures.</li> <li>Evaluate current business processes and systems, implement procedures and systems to maximize operating efficiency and to establish and maintain controls.</li> <li>May assist in the preparation of the division budget and participate in forecasting additional funds needed for staffing, equipment, materials, and supplies. Implement and monitor work plans and the budget to achieve division/program goals and performance measures. Monitor performance against the division/program budget.</li> </ul>

			<ul style="list-style-type: none"> <li>• Create and revise performance measures, metrics, and utilization/reporting tools to inform Executive Leadership of program effectiveness and any process/program improvement activities.</li> <li>• Develop system monitoring strategies and utilize data to identify trends and patterns across the system and initiate program and MCE changes based on ongoing monitoring of data.</li> <li>• Provide specialized information, analysis, interpretation or application of laws, rules, policies, procedures, or program requirements. Develop or recommend new laws, rules, policies, or procedures to address emerging trends related to the 1115 waiver and Basic Health Program.</li> <li>• Plan and execute the delivery of core information technology services, including hardware and software infrastructure, service desk, and information security of agency data.</li> <li>• Engage with consumers to ensure technology solutions align with strategic business direction. Manage the intake and governance processes. Develop program strategies in alignment with agency and enterprise priorities, framework, and policies.</li> <li>• Manage designated technology activities or projects involving one or more specialized technology disciplines. Establish tactical and operational priorities. Prepare activity and progress reports. Communicate the costs, value, and risk-potential of projects.</li> <li>• Oversee contract negotiations with IT vendors, contractors, and service providers. Ensure contracted products and services meet enterprise performance expectations.</li> <li>• Apply new technology, make recommendations, and work with IT staff to resolve complex technology issues.</li> <li>• Serve as key technical lead on or sponsor for compliance technology projects.</li> <li>• Collaborate, coordinate, plan, and strategize with internal and external partners including other Medicaid Division units, DHS, CCO's, DOJ, Governor's Advocacy Office, Governor's Office, and Legislative Offices on issues and process improvements</li> </ul>
5%	N	E	<p><b>Management Team Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Participate as part of the Medicaid Division management team to develop long- and short-term division goals</li> <li>• Represent the Medicaid Division and participate actively on various committees</li> </ul>

			<ul style="list-style-type: none"> <li>• Provide technical assistance to Medicaid Division leadership, other managers, and other staff for issues such as personnel issues, contractual issues, facilities moves, accounting structure, administrative payments, and position management</li> </ul>
5%	N	E	Other duties as assigned

**SECTION 4. WORKING CONDITIONS**

**Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.**

The person in this position will work a professional work week, Monday through Friday. Some evening and/or weekend work is normal in this position.

The job requires frequent preparation, presentation, and/or response to technical and professional material against assigned deadlines. Work product is most often highly visible, and of significant interest to legislative representatives, multiple partner groups and/or state agencies and associations. Workload and priorities fluctuate and can involve highly complicated, sensitive, and/or political issues. May experience stressful situations due to unchangeable project and program timelines. Navigates time-sensitive, politically charged issues that require ability to make informed decisions and considerations that impact diverse populations that are most affected by health inequities.

This leadership position relies upon positive, productive, and respectful engagement with leadership and subject matter experts within the Division, across the Agency / state agencies, representatives of local government / governor’s office, and with key invested members, partners, and providers within Oregon communities.

Moderate local and in-state travel is required. Occasional out-of-state travel may be required.

This is a hybrid role that will require occasional in-person time, with an intermix of OHA state office buildings and community settings.

When working remote, the current structure relies upon Division issued equipment, utilizing the employee's internet network and activation of secure network software to connect to OHA’s Virtual Private Network, and utilizing on camera virtual meetings.

Open office environment or virtual environment with frequent interruptions while working on multiple projects simultaneously. Continuous use of computer and communication devices/ applications. Multiple communication streams including email, instant message, and cell phone. These are daily conditions.

**SECTION 5. GUIDELINES**

**a. List any established guidelines used in this position, such as state or federal laws or**

**regulations, policies, manuals, or desk procedures:**

- Federal Regulations (including but not limited to Medicare and Medicaid regulations and Health Insurance Portability and Privacy Act)
- National best practices and fidelity models promoted by key federal agencies
- NAMD and NASHP publications
- Oregon Revised Statutes
- Oregon Administrative Rules
- OHA/Coordinated Care Organization Contracts
- Oregon state plan amendments, waivers and demonstration projects with the Centers for Medicare and Medicaid Services (CMS)
- State laws, rules, and contract requirements relating to Medicaid services
- Oregon Procurement Laws and Guidelines
- OHA/ODHS Human Resource policies and procedures
- Oregon Department of Administrative Services (DAS) policies and procedures
- Departmental and office policies and procedures
- Workday procedures
- Collective Bargaining Agreement
- Local requirements as appropriate
- OHA Tribal Consultation & Urban Indian Health Program Confer Policy
- Trauma Informed Approaches
- Organizational Effectiveness strategies
- Continuous Improvement strategies

**b. How are these guidelines used?**

As parameters and reference to perform as an expert and to effectively consult and act as a liaison with leadership and staff in shaping, defining and prioritizing activities and priorities.

As parameters and reference to assure compliance with best practice and applicable laws, rules, policies and regulations and cost allocation. May also serve to guide strategic planning. The work of OHA is governed and administered within the context of these laws, rules and policies.

These guidelines provide basic data for ongoing management and establishing, monitoring, and coordinating program policies and procedures for the assigned programs within the legislatively approved budget.

**SECTION 6. WORK CONTACTS**

**With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

Who Contacted	How	Purpose	How Often?
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OHA Divisions Leadership and Managers	In person, telephone, correspondence, written documents, meetings	Provide consultation and information, present findings, share decisions.	Daily
Medicaid Division Leadership and Managers	In person, telephone, correspondence, written documents, meetings	Provide consultation, coaching, and advice. Exchange information, discuss proposals, recommend policy and other changes.	Daily
Human Resources, Accounting, Internal Audits, and other divisions	In person, telephone, correspondence, written documents, meetings	Consult, collaborate and coordinate to resolve issues. Research and respond to inquiries.	Daily
DHS and other state agencies	In person, telephone, correspondence, written documents, meetings	Consult, collaborate and coordinate to resolve issues. Research and respond to inquiries.	Weekly
Governor's Advocacy Office, Governor's Office, Legislative Offices	In person, telephone, correspondence, written documents, meetings	Coordinate and resolve OHP client issues.	Periodic
Coordinate Care Organizations	Telephone, correspondence, written documents	Coordination on administrative hearing processes. Coordinate and resolve OHP client issues.	Periodic
OHP Clients and Client Representatives	Telephone, correspondence, written documents	Provide information and clarification on administrative hearing decisions, processes, and rules. Coordinate and resolve OHP client issues.	Periodic

## SECTION 7. POSITION-RELATED DECISION MAKING

### Describe the typical decisions of this position. Explain the direct effect of these decisions:

Always determine the impact of programs, policies, operations, budgets, and all other aspects of the program on health equity.

Ensure decisions prioritize the equitable distribution or redistribution of resources and power and recognize, reconcile and rectify historical and contemporary injustices.

Develop and make recommendations on health care policies, operational changes, and system and process needs related to successful management of assigned Medicaid program areas.

The decisions in this position require a high degree of complicated conceptual, critical, and analytical thinking as well as knowledge of medical/health programs, practices, standards and budgets. The person in this position must apply these skills and knowledge within the limitations and opportunities extant in state and federal law, rule, and guidance. These decisions significantly influence the management of expenditures and access to quality medical care.

This position has the responsibility for the following decisions:

- Long and short-term goals and policies for the Quality Assurance and Contract Oversight Unit
- Recruitment, retention, discipline and dismissal decisions
- Operational decisions affecting the work of the unit

These decisions directly affect the timeliness and effectiveness of services available to OHP clients.

## SECTION 8. REVIEW OF WORK

### Who reviews the work of the position?

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

Classification Title	Position Number	How	How Often	Purpose of Review
HPPM 3	10003473	Performance evaluations and confers	Annually, and as needed	Evaluate performance, strategic planning, communication

## SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? 9
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Plan work               | <input checked="" type="checkbox"/> Coordinates schedules                      |
| <input checked="" type="checkbox"/> Assigns work            | <input checked="" type="checkbox"/> Hires and discharges                       |
| <input checked="" type="checkbox"/> Approves work           | <input checked="" type="checkbox"/> Recommends hiring                          |
| <input checked="" type="checkbox"/> Responds to grievances  | <input checked="" type="checkbox"/> Gives input for performance evaluations    |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" type="checkbox"/> Prepares and signs performance evaluations |

## SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

**ADDITIONAL REQUIREMENTS:** List any knowledge and skills needed at time of hire that are not already required in the classification specification.

**All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.**

The following knowledge and skills are essential for this position:

Experience in advancing health equity, including effective delivery of culturally responsive and inclusive services, evidence of ongoing development of personal cultural awareness and humility, and knowledge of social determinants of health and their impacts on health outcomes.

Experience developing, implementing policies and programs at the community, state, and/or national level that promote equity and inclusion and address systemic health disparities, with an emphasis on integrating the voice of consumers with lived experience.

Experience in collaborating with diverse populations most harmed by social injustice and inequities; demonstrated ability to build and steward positive, collaborative and partnership-based relationships with diverse community groups including communities of color, immigrant groups, the disability and neurodivergent communities, veterans, older adults, individuals identifying as LGBTQIA2S+ and other communities that have been traditionally marginalized.

Specific knowledge of Oregon Administrative Rules and Oregon Revised Statutes, other applicable regulations, and program requirements.

Knowledge of health services delivery systems, particularly the Oregon Health Plan/ Medicaid administration in Oregon, and experience in working with social safety net programs, health service providers (including Community Mental Health Programs and other behavioral health service providers), Coordinated Care Organizations or other managed care entities and their leadership to guide operations and policies.

Knowledge and experience with Centers for Medicare and Medicaid Services (CMS) waiver and demonstration projects.

Ability to interpret, apply and enforce relevant federal and state Medicaid laws and regulations, including Medicaid Managed Care regulations.

Knowledge and experience of the legislative process and government finance, specifically reviewing, interpreting and analyzing legislative concepts and legislative bills.

Knowledge and understanding of the full continuum of behavioral health care, with specific understanding of the cross section between mental health, substance use disorder, community criminal legal system and systemic racism.

Ability to provide contracts/interagency agreement administration, procurement, and project management within the context of Oregon state government (e.g. OHA/ODHS) or other complex health services delivery organizations.

Ability to provide financial and budget management, tracking and oversight for larger scale efforts or program / team accountability.

Familiarity with varying funding streams for statewide and community investment and value-based payment mechanisms.

Ability to apply business and management principles involved in strategic planning, resource allocation, leadership technique, iterative design, and continuous improvement strategies, including experience in effectively managing teams and fostering a trusting team culture.

Ability to provide organizational leadership to support inter-and cross-agency collaboration and systems-wide changes that facilitate advocacy, equity, and client-centered policies and solutions.

Demonstrated project management experience, including ability to effectively manage multiple project timelines, contracts, plans, and deliverables.

Ability to apply quality improvement methodologies and metrics within the context of health policy, health systems, and health care delivery settings.

Ability to use a wide variety of research and evaluation methods, including quantitative, qualitative and mixed methods; demonstrated skill in presenting and articulating the value and relevance of data, research, and administrative studies.

Strong communication skills across a variety of forms that demonstrate the ability to facilitate appreciative inquiry, foster trust and transparency, and promote human-centered change management.

Ability to communicate qualitative and quantitative information, verbal and written, that are accessible to and understood by audiences with different levels of comprehension or interest and that are culturally responsive, inclusive, and appropriate.

Ability to navigate complex relationships; ability to demonstrate collaborative problem-solving skills, consensus-building and solution driven approaches.

Ability to demonstrate successful meeting facilitation with variety of internal and external partners including program-policy-fiscal staff, community members, community groups, government officials and legislators.

Ability to demonstrate advanced Microsoft Excel, Word, PowerPoint and Outlook skillset; and skilled use of collaboration tools such as Microsoft Teams, SharePoint, and Smartsheet.

**BUDGET AUTHORITY:** If this position has authority to commit agency operating money, indicate the following:

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

Operating Area	Biennial Amount (\$00,000.00)	Fund Type
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**SECTION 11. ORGANIZATIONAL CHART**

**Attach a current organizational chart. Be sure the following information is shown on the chart for each position:** classification title, classification number, salary range, employee name and position number.

**SECTION 12. SIGNATURES**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Appointing Authority Signature

May 15, 2026  
\_\_\_\_\_  
Date