

CCMCN
NextGen EPM Analyst
Job Description

Position Title: NextGen Electronic Practice Management (EPM) Analyst
Reports To: NextGen EPM Manager
Department: CACHIE
Location: 600 Grant St. Suite 300
Denver, CO 80203

General Statement:

The Colorado Community Managed Care Network (CCMCN) is a managed care and technology provider network of 12 Federally Qualified Health Centers (FQHCs) with locations throughout Colorado. On behalf of its member clinics, CCMCN pursues collaborative, network-based programs in the areas of health information technology, managed care, and clinical quality improvement that will ultimately benefit FQHC clients, who are typically indigent, underserved, and/or uninsured. CCMCN is a one-third partner in Colorado Access, a safety-net health plan serving Medicaid and Child Health Plan clients. CCMCN serves as a Colorado Regional Extension Center (CO-REC) subcontractor under CORHIO helping Colorado's FQHCs achieve Meaningful Use Requirements.

The NextGen EPM Analyst will operate as part of the Colorado Associated Community Health Information Enterprise (CACHIE), a multi-functional health information technology enterprise program/department under CCMCN. CACHIE's purpose is to innovate, discover and spread effective technology solutions that help advance the quality and safety of patient care, monitor and improve each patient's health care experience, lower costs of and improve access to care, and lower health care disparities.

Position Description:

The NextGen EPM Analyst will be supporting the NextGen EPM enterprise for CCMCN's clients.

The EPM Analyst is responsible for the configuration and maintenance of the NextGen Practice Management application in production, test, demo and development as well as the management of any ancillary EPM applications provided by NextGen. Some examples of ancillary EPM applications and services are the interface to the claims clearinghouse, and the background business processor.

The EPM Analyst will monitor and manage tickets and be accountable for timely closure of issues. The EPM Analyst is responsible for taking an active leadership position in NextGen's collaboration communities and this position will be proactive in installing and testing new application releases during NextGen's limited general release periods.

The NextGen EPM Analyst will be one of the primary conduits between CCMCN and its clients.

CACHIE's EPM Analyst will be responsible for all NextGen EPM related vendor management. The EPM Analyst will manage the communications, expectations and deliverables between NextGen support, and CCMCN's clients. This role operates in close coordination with the EMR Analyst, the IT Analyst and the Help Desk positions. NextGen EPM system improvement and enhancement requests will be documented and maintained by the EPM Analyst.

Essential Functions:

- High competency with the NextGen EPM configuration management.
- Configure and troubleshoot NextGen EPM issues.
- Manage cases through the CACHIE Support Desk software. Prioritize, track and resolve user problems and requests with a sense of urgency.
- Submit and manage support tickets to NextGen customer support.
- Develop, implement and maintain policies, procedures and associated training plans for the EPM.
- Knowledge of applicable data privacy practices and laws.
- Excellent customer service skills.
- Strong project management in setting and communicating project timelines, deliverables and milestones.
- Demonstrate proven ability to quickly grasp new technology concepts.
- Willingness to learn a broad spectrum of healthcare technology and participate on a team driven toward innovation.
- Strong business and technical writing abilities.
- Strong analytical and problem solving skills,
- Effective communication skills, especially verbal communication phone skills, with the ability to interact with various levels of personnel.
- High attention to detail.
- Excellent computer skills. Awareness of networking fundamentals is a plus.
- Demonstrated ability to work successfully with customer/client groups and/or experience in membership organizations.

Minimum Job Requirements:

- NextGen EPM Certification
- Minimum of two years experience supporting NextGen EPM
- Minimum of five years experience in HIT and/or work within a clinical setting
- Ability to work with minimal supervision and maximum accountability
- Must be flexible, self-directed, able to prioritize multiple tasks, able to manage a full workload
- Fluency in written and spoken English
- Ability to travel
- Physical ability to stoop, kneel, bend, use a computer and perform light lifting
- Relocation expenses not provided.
- All candidates must live in Denver-metro area.
- Must be able to work in CCMCN's main office and travel to all required meetings

CCMCN is an equal opportunity employer offering flexible benefits, a casual work environment, and a competitive salary (DOE).

Category: Full time, Exempt

Responsible To: EPM Manager

Supervises: TBD

Salary Range: TBD

Job Description Effective Date: January 25, 2012 February 25, 2012

TO APPLY:

If interested in this position, candidates must send a resume, cover letter, current salary and salary requirements via email or postal mail by noon on February 25, 2012

Please send all application information to:

Debbie Dion
Re: CCMCN NextGen EPM Analyst
CCMCN
600 Grant Street, Suite 300
Denver, CO 80203
Fax: 303-861-5315
Email: debbie@cchn.org
No phone calls please.

**The above statements are intended to describe the general nature of work being performed by personnel assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. **