Our Mission:
Common Ground Healthcare Cooperative believes its members deserve honesty, compassion and exemplary service from their health insurer. We are committed to changing the health insurance experience through open dialogue, powerful advocacy and the delivery of trusted and understandable information. We believe in putting people first, and the idea that when it comes to health insurance, our members should know what they are getting. We seek to do what is best for our members by giving them a voice and a vote. We shift our focus away from profit and toward the individual.

Common Ground Healthcare Cooperative (CGHC) is the health insurance solution for thousands of small businesses, nonprofits, individuals and families throughout Eastern Wisconsin. CGHC is a nonprofit, member-governed cooperative dedicated to delivering quality, comprehensive health insurance at a competitive rate.

CGHC is a community that is changing the face of health insurance, and providing the individualized experience consumers have been looking for.

Common Ground Healthcare Cooperative has partnered with Spano Pratt Executive Search to identify the new Medical Director. For a confidential conversation and to learn more about this opportunity please contact Rose Spano Iannelli.

Spano Pratt Executive Search
www.spanopratt.com
T: 414.283.9533
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Rose Spano Iannelli, rspano@spanopratt.com
**Organization**

Common Ground Healthcare Cooperative is an entrepreneurial start up led by a team of passionate and experienced professionals, dedicated to changing health insurance by delivering a new and better way to experience quality comprehensive healthcare.

Common Ground Healthcare Cooperative began when a group of like-minded, experienced professionals — who believed in a better health insurance experience — felt inspired to create something different. Born out of Common Ground, a Milwaukee-based, nonpartisan nonprofit, CGHC is a community founded on trust, the voice of its members and the simple idea of people above profit.

In 2010, the Federal Affordable Care Act created the Consumer Operated and Oriented Plan (CO-OP) program to foster the creation of new consumer-governed, private, nonprofit health insurance issuers (known as CO-OPs) to innovatively expand health insurance coverage and to increase competition among health insurers.

In February 2012, Common Ground Healthcare Cooperative was awarded a loan from the U.S. Department of Health and Human Services to launch the new nonprofit health insurance cooperative and bring affordable health insurance to the region beginning January 1, 2014.

As a non-profit, member-focused cooperative, CGHC delivers on a promise to put people above profit. In fact, any profit made goes directly back toward lowering premiums and improving benefits — for the member. Not only are we committed to providing unparalleled customer service, we are dedicated to giving the member access to the best coverage possible.

**Individuals & Families**

Common Ground Healthcare believes in fair access to quality, comprehensive health insurance for individuals and families.

**Employers & Groups**

Common Ground Healthcare is the health insurance solution for hundreds of small employers and groups.
**Programs and Service Area**

Through a partnership with Aurora Health Care, Common Ground Healthcare provides access to quality comprehensive coverage for individuals, families, employers and nonprofits throughout 19 counties in Eastern Wisconsin.

CGHC believes it’s critical to provide an integrated system where physicians and hospitals work together to coordinate our members’ care. That’s why CGHC chose Aurora as their partner. They have developed a model of care that improves quality and efficiency and enhances the patient’s healthcare experience. Trilogy Health Network allows members to choose health insurance products that allow for a broader choice of healthcare providers. This is particularly important to small employers.

CGHC offers a variety of products to individuals and small employers can participate both on and off the Health Insurance Exchange (Marketplace) and the small business health options program (SHOP).

![CGHC Service Area](image)

CGHC provides health insurance to small businesses, nonprofits, individuals and families. As a nonprofit, member-governed cooperative, CGHC is dedicated to delivering quality, comprehensive health insurance at a competitive rate. CGHC partners with two of Wisconsin’s premier healthcare systems to provide service to our members, Bellin Health System and Aurora Health Care are part of our Envision network serving 19 counties in eastern Wisconsin. CGHC’s headquarters are based in Brookfield, Wisconsin and its products are available in Brown, Calumet, Door, Fond du Lac, Kenosha, Kewaunee, Manitowoc, Marinette, Milwaukee, Oconto, Outagamie, Ozaukee, Racine, Shawano, Sheboygan, Walworth, Washington, Waukesha and Winnebago counties.
Position Profile

Summary: Common Ground Healthcare Cooperative (CGHC) seeks a proven leader and innovative thinker to serve as its Medical Officer/Medical Director. The Medical Officer/Medical Director will provide leadership and strategic direction toward keeping CGHC members healthy and engaged, while collaborating with providers and other community stakeholders to improve the cost and quality of care delivered to our members. We are looking for a physician that will guide us through transformational change, and that can help reorganize our assets and policies around effective medical management.

The Organization: CO-OPs were created by Congress to transform regional insurance markets around the needs of consumers. In its first year of operation, CGHC enrolled over 27,000 members who are at the heart of every decision we make. We operate in 19 Eastern Wisconsin counties.

Primary Responsibilities:
- The Medical Officer/Medical Director is accountable for the utilization/cost management and clinical quality management functions to ensure the delivery of affordable quality healthcare to CGHC membership.
- The Medical Officer/Medical Director works collaboratively with other plan functions that support medical management activities, such as provider network development, member services, benefit and claims administration.

Essential Functions:
- Supports pre-admission review, utilization management, and concurrent and retrospective review processes. Conducts retrospective reviews of claims and appeals, and resolves grievances related to medical care.
- Provides direction to staff to help manage the cost and quality of care for members with catastrophic or chronic care needs.
- Promotes strong emphasis of quality improvement activities, and reviews quality referred issues, focused reviews and recommends corrective actions.
- Leads and/or actively participates in committees such as Executive Quality Oversight, Credentialing, Medical Management, etc. and assists with the recruitment of other physicians and healthcare professionals to serve on committees as needed.
- Directs medical management and quality assurance procedures to ensure medical care to be high quality and cost effective. Monitors practitioner practice patterns and recommends corrective action as needed.
- Evaluates authorization requests in timely support of nurse reviewers and manages the denial process.
- Develops and implements medical policies and procedures. Maintains up-to-date knowledge of new information and technologies in medicine and their application to the health plan.
- Establishes benchmarked utilization and cost management (UM) and clinical quality improvement (QI) targets and monitors plan adherence to those targets.
- Facilitates conformance to NCQA and other regulatory requirements. Prepares for site visits and responds to accrediting and regulatory agency feedback.
- Advise the health plan management team and Board of Directors on medical aspects of the Plan.
- Educates and interacts with providers and medical managers regarding utilization practices, guideline usage, pharmacy utilization and effective resource management.
- Performs other duties and special projects as assigned to accomplish the goals of the organization.
**Education/ Credentials, Experience, Skills and Attributes**

**Required Education:** Degree in Medicine
Board Certified or eligible in a primary care specialty

**Required Licensure/Certification:** Current Wisconsin Medical license without restrictions

**Qualifications:**
- Experience with Commercial health insurance, IPA, PHO, multi-specialty group practice or HMO industry. Experience with managed healthcare systems, quality improvement/NCQA, medical utilization management, and risk management.
- Knowledge of the Affordable Care Act and the ramifications to commercial payers in the health insurance market.
- Excellent verbal and written communication techniques.
- Demonstrated ability to assess business needs, design and implement programs and evaluate results.
- Results oriented with demonstrated successful leadership of case management, disease management, and/or population health.
- Knowledge of applicable state, federal and third party regulations.

**Required Experience:**
- Prior Medical Director experience preferred
- 3 years Utilization/Quality Program Management
- Minimum 5 years clinical practice

**Requirements for All Staff:**
- Ability to treat others with dignity, respect, and courtesy.
- Ability to consistently meet or exceed customer expectations in performing own work, and to follow operating procedures and practices to ensure the highest level of patient/member safety and care.
- Ability to maintain patient, employee, and proprietary confidentiality.
- Ability to use effective customer service techniques and effective interpersonal skills required.
- Ability to communicate effectively in-person and in all forms of communication.
- Ability to act professionally and remain calm in stressful situations. Ability to be flexible and adapt to changing situations
- Ability to work and problem solve independently as well as an integral part of a team.
- Ability to provide professional image.

Supervised by: Chief Executive Officer

FSLA Status: None
Location / Brookfield, WI

This position is located in the beautiful suburban area west of City of Milwaukee in Brookfield. Headquarters located at: 120 Bishop’s Way, Suite 150, Brookfield, WI 53005-6271

To learn more about the community visit:

http://www.visitbrookfield.com/

http://www.wistravel.com/cities_in_wisconsin/brookfield_wisconsin/

Praised by visitors and travel planners alike, Brookfield offers a convenient, suburban, experience, just minutes from Milwaukee. Offering an abundance of Hotel accommodations and attractions- whether your interest is shopping, fine dining, outdoor fun or serious golf, Brookfield offers a comfortable alternative. Just a few miles from Milwaukee, Brookfield is a popular destination and an ideal place from which to enjoy the area’s most popular Milwaukee attractions including Miller Park, the Milwaukee County Zoo, the Harley-Davidson Museum and so much more