

## **Medical Director Role Description**

The Medical Director is the liaison between Harvard Pilgrim and the LCU's providers to support collaborative efforts to deliver high quality, cost-efficient, patient centered care to Harvard Pilgrim members through the oversight of the *QualityAdvance* Program and other initiatives.

### **Responsibilities of the Medical Director include, but are not limited to, the following:**

- Supports LCU physicians and promotes the adoption of evidence-based health care delivery
- Designs and implements LCU-wide population management programs
- Regularly reviews performance data to identify and manage outlier performance and drivers of practice variation across the LCU
- Implements a process to review and distribute reports made available to LCU, including claims-based medical, and pharmacy utilization reports and HEDIS performance
- Provides regular updates to LCU providers about Harvard Pilgrim products, policies, performance payment and recognition programs
- Facilitates local physician recognition and reward programs related to performance on Harvard Pilgrim's quality strategic quality initiatives, including the Quality Grants Program
- Assists with the resolution of Harvard Pilgrim care delivery issues and provider-related concerns
- Ensures compliance with HIPPA requirements and confidentiality of all Harvard Pilgrim proprietary information
- Attends or sends an alternate physician to participate in Harvard Pilgrim meetings
- Ensures submission of the an annual Business Plan and 2 updates, detailing 2 initiatives (*QualityAdvance* Program)
- Ensures a Cultural Competency self-assessment is completed (*QualityAdvance* Program)