



Liaison Officer

Job Summary:

The Liaison Officer is a contracted position responsible for the duties stemming from the Ground Ambulance Service Provider Assessment Act (the Act) (TCA § 71-5-1505) as the primary focus. Additionally, the Liaison Officer will provide administrative functions for the Tennessee Ambulance Service Association (TASA) aimed at improving the quality of care and efficiency of services delivered to patients in Tennessee.

Primary Responsibilities:

- resolve and/or appropriately route initial inquiries from ambulance providers about the nature of the ambulance assessment, the supplemental directed payments, and the responsibilities of providers;
- gain a global understanding of the program, its mechanics, its purpose, and the requirements necessary of all participants to ensure the program's continued enforcement;
- resolve delinquencies on payments of the ambulance assessment, including, but not limited to, the following responsibilities:
 - communicating the consequences of continued delinquency per TennCare policy;
 - contacting near-delinquent providers with the intent of resolving nonpayment prior to the imposition of penalties;
 - resolving claims disputes, and;
 - coordinating any responses to payment plan proposals with TennCare
- announce and coordinate the receipt of annual cost and utilization reports with TennCare in furtherance of requirements on providers stemming from the Act; These reports will be sent to TennCare no later than May 31 of each year.
- communicate in a timely manner, no later than ten (10) business days, with TennCare concerning any provider changes, changes of ownership, closures, etc., that TASA has confirmed independently of TennCare; and
- perform any and all administrative or communication actions with the ambulance industry within the state of Tennessee about all matters pertaining to the Medicaid program and the industry assessment.

TASA Administrative Functions:

The Liaison Officer shall also assist the TASA in supplementary administrative functions aimed at improving the quality of care and efficiency of services delivered to patients in Tennessee. Additional duties related to this function include, but shall not be limited to, the following:

- organizing meetings;
- communicating with providers and other stakeholders;
- conducting data analysis;
- collecting reports; and

- writing memos.

Lobbying:

As a scope of employment, the Liaison Officer shall not participate in, nor shall TASA direct Liaison Officer to participate in lobbying activities on behalf of TASA. Prohibited work activities include influencing or attempting to influence federal, state, or local government officials.

Qualifications:

The Liaison Officer will be thoroughly committed to the success of the Act and TASA's mission. All candidates should have proven leadership, comprehensive knowledge of EMS rules and regulations, ambulance transport payment processes/methodologies, and relationship management experience.

Specific requirements include:

- Comprehensive understanding of the goals, processes and requirements of providers within the Act
- Experience and knowledge in the various areas and systems of EMS within Tennessee
- Unwavering commitment to quality programs and data-driven program evaluation
- Strong background in EMS management and leadership
- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills
- Ability to work effectively in collaboration with diverse groups of people
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed