

Overview:

The Senior Project Manager, Compliance Consultant is a contract consulting role supporting California-based health plans and delegated entity clients across delegation oversight, regulatory compliance, and operational improvement initiatives.

This role requires hands-on experience in the California managed care environment, including oversight of delegated functions subject to DMHC, DHCS, CMS, and NCQA requirements. While the consultant will independently lead and co-lead delegation oversight activities, the role is intentionally broader and includes project management, policy and procedure development, workflow documentation, audit tool creation, and regulatory research across multiple client engagements.

This position is ideal for a consultant who can operate with autonomy, move fluidly between compliance and operations, and contribute to building scalable consulting methodologies.

Core Responsibilities:

Delegation Oversight & Audit Leadership (California Managed Care)

- Lead and support pre-delegation assessments, annual audits, and ongoing monitoring of delegated functions and activities in accordance with California regulatory requirements, including:
 - Utilization Management
 - Claims Administration
 - Quality Improvement
 - Credentialing
 - Appeals & Grievances
 - Third Party Administrators & Other Vendors
- Draft, complete, and finalize clear, accurate audit reports, ensuring findings, conclusions, and corrective actions are well-documented and client-ready.
- Maintain delegation oversight documentation aligned with DMHC, DHCS, CMS, and NCQA standards.

Regulatory Compliance & Accreditation Support

- Interpret, research, and apply California-specific healthcare regulations, including DMHC and DHCS requirements, as well as applicable federal regulations.
- Apply NCQA accreditation standards to delegation oversight, policies, procedures, and monitoring frameworks.
- Support clients in translating regulatory and accreditation requirements into practical, implementable policies, procedures, and operational controls.
- Assist with accreditation readiness and ongoing compliance activities.

Corrective Action Plans (CAPs) & Risk Management

- Identify compliance gaps, audit deficiencies, and operational risks across delegated entities and vendors.
- Develop, track, and monitor Corrective Action Plans (CAPs) through resolution.
- Validate remediation efforts and assess sustainability of corrective actions.
- Escalate systemic issues or trends to consulting leadership.

Project Management & Cross-Functional Consulting Support

- Manage multiple consulting workstreams simultaneously, including timelines, deliverables, and dependencies.
- Support client initiatives beyond delegation oversight, including:
 - Operational and compliance assessments
 - Process improvement initiatives
 - Compliance infrastructure development
- Coordinate with internal consulting teams and California-based client stakeholders to ensure alignment with project goals.

Documentation, Tools & Workflow Development

- Develop and maintain:
 - Policies and procedures
 - Standard operating procedures (SOPs)
 - Process maps and workflow documentation
- Create and refine audit tools, templates, checklists, and monitoring frameworks aligned with California regulatory and NCQA requirements.
- Support continuous improvement of internal consulting tools and methodologies.

Reporting, Analysis & Client Communication

- Analyze delegated entity and vendor performance metrics, key performance indicators (KPIs), and scorecards.
- Identify trends, risks, and areas requiring intervention.
- Prepare summaries, reports, and presentations for clients and consulting leadership.
- Advise clients on California best practices for delegation oversight, vendor monitoring, and compliance governance.

Qualifications:

Required Qualifications

- California Experience (Required):



Senior Project Manager, Compliance Consultant

- Direct experience working with California health plans, IPAs, TPAs, or delegated provider organizations
- Hands-on knowledge of DMHC and/or DHCS regulatory oversight
- Strong working knowledge of All Plan Letters (APLs), including the ability to analyze, interpret, and operationalize regulatory guidance.
- Education & Experience:
 - Bachelor’s degree in Health Administration, Public Health, Business, or related field with 5 years experience in health plan
 - Master’s Degree Preferred
- Regulatory & Accreditation Knowledge:
 - Strong working knowledge of NCQA standards, CMS, and California state regulations
- Project Management Skills:
 - Ability to manage multiple priorities and deliverables in a consulting environment
- Technical Skills:
 - Proficiency in Microsoft Office (Excel, Word, PowerPoint), Visio, LucidChart, and Smartsheet

Preferred Qualifications

- Professional certifications such as:
 - Certified in Healthcare Compliance (CHC), Certified Compliance & Ethics Professional (CCEP), Project Management Professional (PMP)
- Experience with:
 - Third-Party Administrators (TPAs)
 - IPAs, medical groups, or hospital systems in California
 - Healthcare consulting firms
- Experience drafting policies, SOPs, audit tools, and workflow documentation in regulated environments

About the Organization

- Healthcare consulting firm with approximately 20 full-time employees and 5–17 consultants engaged at any given time
- Agile, mission-driven, and growth-oriented
- Works with healthcare organizations on complex, high-stakes initiatives
- Values discretion, accountability, excellence, and proactive leadership

Position Type	Contractor / Consultant	Requirements	
Reports To	Associate Director, Quality	Start Date	TBD
Create Date	03/05/2026	Revision Date	
Approved By	Suzan Mora Dalen	Approved Date	03/05/2026