



Position Title: Product Manager
Reports To: Vice President, Product Management & Innovation
Division: Health BI
Department: Product & Training
Classification: Exempt

Position Summary:

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggle with integrating into the tradition one-size-fits-all U.S. healthcare system.

Our technology division, Health BI, delivers a navigation platform providing payers and providers a streamlined and centralized answer to operationalize preventative and transitional care – driving dramatic results for value-based performance and clinical outcomes.

The Product Manager serves as the “face” of Equality Health’s technical solutions and maintains a high degree of accountability for our product strategy and roadmap. This individual works closely with both client stakeholders and internal development, business analysis, and operations partners to develop and deploy solutions that are scalable, relevant, and well-adopted by provider and payer clients nationally.

Responsibilities:

- Establish and maintain the high-level product strategy and roadmap for Equality Health’s technical solutions; partner with business analysis and project management teams to ensure effective delivery against this product strategy
- Serve as the primary liaison between client stakeholders and internal teams; develop and maintain collaborative relationships with both internal and external partners
- In partnership with the project management team, manage new product implementations to the highest level of efficiency and client satisfaction
- Function as a leader and subject matter expert within Equality Health’s technology division

Required Knowledge, Education and Experience:

- Bachelor’s degree in business, Healthcare, or a related discipline
- Minimum three (3) years of work experience in a strategic, operational, or implementation role with a large payer or provider organization
- Minimum two (2) years product management and client management experience
- Demonstrated expertise in the healthcare payer space, particularly related to the Medicaid and Medicare lines of business
- Demonstrated understanding of the software development life cycle (SDLC) and exposure to various methodologies such as Agile, Waterfall, etc.
- Hands-on experience with healthcare applications as a user or vendor



- Working knowledge of major clinical and healthcare software products, standards, and interfaces
- Proficiency with Microsoft Office applications and Internet/Intranet resources

Highly Preferred Skills, Abilities & Qualifications:

- Demonstrated cross-functional leadership skills
- Experience defining and prioritizing detailed product requirements
- Excellent written, verbal and interpersonal communication skills
- Superior customer services skills
- Demonstrated leadership ability and skills in critical thinking, strategic planning, analysis and systems thinking
- Ability to work independently and professionally in a fast-paced environment
- Demonstrated ability to handle highly sensitive and confidential information in compliance with Health Insurance Portability and Accountability Act (HIPAA), and company confidentiality policies and procedures
- Successful record of managing multiple projects with correct prioritization and time management