CBHC | Colorado Behavioral Healthcare Council

Hub Incentive Program Manager

Job Description · Colorado Behavioral Healthcare Council (CBHC)

Reports to	Director, Behavioral Health Capacity & Innovation Hub
Status	Full-time, salaried, exempt
Location	Fully remote within Colorado, or hybrid from CBHC's Denver office; regular travel to rural sites
Salary range	$75,000–$85,000
Funding	Colorado Rural Health Transformation Program. Continuation beyond each grant year depends on funding.
Apply by	November 16, 2026

Position Summary

The Hub Incentive Program Manager leads the Hub's work to help rural providers strengthen care follow-up, documentation and cost reporting, and prepare for value-based payment. Reporting to the Director of the Behavioral Health Capacity & Innovation Hub, the Program Manager coordinates a process improvement and payment-readiness contractor across five participating sites at four provider organizations, works with a liaison at each site, and administers incentive payments for new or enhanced services.

The work is practical: dependable follow-up when clients are declined, miss a first visit, disengage early, or leave a crisis episode or hospital; documentation that holds up; and cost reports that reflect the care delivered.

Core Responsibilities

Process Improvement and Workflow Redesign

- Coordinate the contractor's readiness assessments and baselines at each site, including documentation completeness, documentation errors and documentation-related denials.
- Coordinate process mapping that builds on the Hub's Workforce burden assessment, covering declined admissions and referral follow-through, missed first visits, early disengagement, crisis and discharge follow-up, and the path from service documentation to the cost report.
- Support a clinician-led workgroup that agrees on standardized operational definitions for priority care events, and follow redesigned workflows through implementation coaching and validation.
- Track contractor deliverables, hours and acceptance by site.

Payment Readiness

- Coordinate cost report process analysis and correction plans with clinic finance staff.

- Support the Director on payment-model financial modeling, Behavioral Health Entity (BHE) licensure readiness reviews and value-based payment leadership training.

Category B Incentive Payments

- With the contractor, the clinician-led workgroup and participating sites, develop documentation standards and verification procedures for each Category B service: re-engagement outreach, follow-up within seven days of a crisis episode or hospital discharge, and alternative-services navigation.
- Support the Director in developing the concept paper defining earning criteria, confirmed with HCPF before any payment is made.
- Administer payments. Review site documentation against published criteria, keep payment records, and coordinate verification with CBHC finance.

Site Liaisons, Measurement and Reporting

- Coordinate the incentive site liaisons at participating providers, including their work plans and time reporting.
- With the external evaluator, establish the patient-level access and engagement measure set, and prepare Incentive Payments metrics for quarterly HCPF reports.
- Collect only de-identified or aggregate data unless an agreement allows otherwise, and protect provider-level information.

Qualifications & Experience

Required

- Bachelor's degree in public health, health administration, social work, business or a related field. Equivalent experience will be considered.
- At least three years of experience in behavioral health or health care operations, quality improvement, revenue cycle or program management.
- Experience leading process improvement or workflow redesign with clinical and administrative staff.
- Experience managing contractors or consultants, including tracking deliverables and costs.
- Strong Excel skills and comfort working with baseline and outcome data.
- Working knowledge of HIPAA and of 42 CFR Part 2 confidentiality requirements for substance use disorder records.
- Ability to explain operational and financial findings clearly to clinical, financial and executive audiences.

Preferred

- Experience with Medicaid documentation requirements, cost reporting or prospective payment systems (PPS).
- Experience with value-based payment, alternative payment models or CCBHC.
- Experience in a community mental health center, CCBHC or rural health setting.
- Familiarity with Colorado Medicaid, Regional Accountable Entities (RAEs) or Behavioral Health Administration licensing.

- Experience administering grants, incentive or performance-based payments.
- Training in Lean, Six Sigma or a similar process improvement method.

Reporting & Leadership Structure

- **Formal supervision:** Reports to the Director, Behavioral Health Capacity & Innovation Hub.
- **Functional partnerships:** Works day to day with incentive site liaisons at participating providers, who remain employees of their own organizations, and with the Workforce Program Manager, whose burden assessment the Incentives process mapping builds on.
- **Contractor coordination:** Manages the process improvement and payment-readiness contractor through its contract, with the Director's approval on deliverable acceptance.
- **Independence:** Supports, but does not direct, the external evaluator, and coordinates with CBHC finance on payment verification.

Requirements and Expectations

- Travel about 15%, mostly within Colorado, including overnight trips to rural sites.
- Advanced proficiency in Excel and working proficiency in the rest of Microsoft Office.
- Discretion with confidential provider, financial and client information.
- Attend monthly CBHC Committee meetings as relevant to the Hub, and the annual CBHC Conference.
- Keep time-and-effort records as required for federally funded positions.
- Other duties as assigned.

About CBHC and the Hub

Since 1967, the Colorado Behavioral Healthcare Council (CBHC) has represented Colorado's nonprofit community-based providers of mental health and substance use disorder services. Our members form the backbone of Colorado's behavioral health safety net, delivering skilled, compassionate care rooted in community needs, including services for individuals with serious mental illness and children with serious emotional disturbances. CBHC is Colorado's premier advocacy organization for these providers.

CBHC is launching the Behavioral Health Capacity & Innovation Hub, funded by Colorado's Rural Health Transformation Program. The Hub helps rural and frontier behavioral health providers do together what is hard to do alone:

- buying training and specialty expertise at group rates
- building shared clinical supervision and workforce pathways
- strengthening documentation, cost reporting and care follow-up
- preparing for value-based payment

The Hub launches with five founding provider organizations serving rural and frontier communities in the San Luis Valley, the Eastern Plains, southeast Colorado and the lower Arkansas Valley, and rural Weld County.

You'll be joining a new team at the ground floor. The work is practical and fast-moving, and you'll see its results in the providers and communities it serves.

Benefits, How to Apply and EEO

Benefits. This is a full-time, salaried, exempt position with full benefits including health, dental, and vision insurance; long- and short-term disability insurance; a healthcare cost reimbursement arrangement; vacation, sick/well leave, and holidays; and a 401K retirement plan with employer matching.

How to apply. Send a resume and a cover letter describing your interest in rural behavioral health to Brittany Langevin at blangevin@cbhc.org with the position title in the subject line. Applications are due by November 16, 2026, and will be reviewed as they arrive. The target start date is early January 2027.

Grant funding. This position is funded through Colorado's Rural Health Transformation Program, a five-year initiative with funding awarded annually. Continued employment is contingent on the availability of grant funding.

Equal opportunity. CBHC is an equal opportunity employer. We welcome applicants of all backgrounds and do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, veteran status, or any other status protected by law. We encourage candidates with lived experience of behavioral health conditions and candidates from rural and frontier communities to apply. Reasonable accommodations are available on request during the hiring process.