



## CLAIMS DIRECTOR

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**Position Status:** Exempt  
**Reports To:** Chief Operations Officer  
**Effective Date:** 02/15/05  
**Revised Date:** 08/28/25  
**Job Level:** M3

### POSITION SUMMARY

Under policy direction, this position:

1. Provides strategic management oversight in implementing, directing and monitoring the Alliance's Claims Department functions, including the development and implementation of new programs and services related to claims operations
2. Directs and oversees the Claims Department, acts as a subject matter expert, and provides direction and advice related to Claims Department functions and overall business operations
3. Directs, manages and supervises Claims Department staff
4. Performs other duties as assigned

### RESPONSIBILITIES

1. Provides strategic management oversight in implementing, directing and monitoring the Alliance's Claims Department functions, including the development and implementation of new programs and services related to claims, with duties including but not limited to:
  - Ensuring that the Claims Customer Service, Claims Operations and Claims Quality units function in an effective and responsive manner, in accordance with all applicable regulations
  - Overseeing and managing regulatory audits, deliverables and inquiries related to departmental services
  - Working with Claims Department managers to ensure effective monitoring and support and efficient and accurate performance of the claims processing operation
  - Acting as a resource to staff in the areas of claims processing and administration
  - Ensuring that the Claims Department provides quality service by enforcing claims quality and customer service standards, analyzing quality and customer service issues, identifying trends, recommending improvements, identifying new technology, and advancing operational effectiveness
  - Overseeing orientation and training of providers regarding the Alliance's claims operations and resolving disputes and inquiries from providers, as needed
  - Achieving compliance by adhering to federal and state regulations, legislation and laws, auditing reports and system functions, comparing departmental functions with established standards, and making needed modifications
  - Advancing organizational objectives by aligning department actions, assessing departmental operations, engaging in continuous improvement efforts, making recommendations, and developing and implementing action plans
  - Leading tactical efforts and sponsoring projects through the management of cross-functional teams supporting existing or new business operations
  - Initiating enhancements to claims operations, identifying business needs and making recommendations on functionality of systems

- Researching, proposing and implementing policy changes, identifying impact to business operations, and implementing new programs or services related to claims operations
2. Directs and oversees the Claims Department, acts as a subject matter expert, and provides direction and advice related to Claims Department functions and overall business operations, with duties including but not limited to:
    - Participating in the general administration of the Alliance as a member of the senior leadership team by providing input into the problem-solving and decision-making process
    - Participating in strategic planning and implementation of the Claims Department operational goals related to the growth and development of Alliance business operations
    - Ensuring that Claims Department goals and activities are in alignment with the Alliance strategic plan
    - Conducting complex research and analysis related to claims strategies
    - Assisting in formulating strategic plans and goal setting in support of Alliance programs
    - Modeling and promoting effective interdepartmental communication
    - Preparing narrative and statistical reports and making presentations
    - Developing performance measures related to strategic goals and new projects and presenting to staff and the Board of Commissioners, as directed by the Chief Operating Officer (COO)
    - Preparing reports for the Board of Commissioners package for review by the COO
    - Drafting, recommending, and implementing administrative policies, and processes and procedures related to Claims Department operations
    - Maintaining current knowledge of relevant Federal and State laws, policies and directives, and organizational policies and procedures
    - Monitoring legislative and legal changes related to Alliance functions and ensuring appropriate communication of same
    - Reviewing and assessing overall department functions, core work, goals and structure, developing and implementing short- and long-term planning to achieve strategic objectives, and completing an annual department assessment
    - Overseeing the preparation and maintenance of records, reports and related documents
    - Serving as representative on committees and advisory groups, and overseeing and coordinating committees, as assigned
    - Developing and managing the Claims Department operations and budget
    - Attending and participating in internal and external meetings related to Alliance business operations
    - Providing support to the COO on operational initiatives as assigned
  3. Directs, manages and supervises Claims Department staff, with duties including but not limited to:
    - Functioning through subordinate Unit Managers, as applicable, exercises full supervision of costs, methods, and staffing
    - Participating in the hiring selection, and salary administration of Department employees
    - Ensuring that Claims Department staff maintains up-to-date knowledge, skills and abilities related to the administration of assigned responsibilities and functions
    - Identifying, overseeing and assisting with priorities, assignments and tasks and reviewing work products, as needed
    - Providing mentoring, coaching development and growth opportunities for staff and subordinate supervisors

- Evaluating employee performance, providing feedback to staff, and counseling staff when performance issues arise
- Overseeing staff in multiple office locations and/or telecommute settings

4. Performs other duties as assigned

## EDUCATION AND EXPERIENCE

- Bachelor's degree in Finance, Business Administration, or a related field and a minimum of ten years of claims operations experience in a managed care environment, which included some experience with financial management, a minimum of three years of experience working with Medicare and Medi-Cal Programs, and a minimum of five years of management-level experience (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

## KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of the principles and practices of claims operations and the claims function in a managed care environment
- Thorough knowledge of and proficiency in research, analysis and reporting methods
- Thorough knowledge of and proficiency in promoting and applying change management principles
- Thorough knowledge of the California Medi-Cal program, Medicaid, Medicare, entitlement programs, and related regulations
- Working knowledge of medical terminology, related procedures and diagnostic coding
- Working knowledge of the methods and techniques of medical billing
- Working knowledge of healthcare regulatory processes and regulatory and contractual compliance activities
- Working knowledge of the principles and practices of provider dispute resolution
- Working knowledge of the principles and practices of program development and project management
- Working knowledge of the principles and practices of customer service
- Working knowledge of the principles and practices of supervision and training
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook and PowerPoint
- Ability to direct, manage, supervise, mentor, train and evaluate the work of staff
- Ability to develop, plan, organize and direct programs and activities that are complex in nature and regional in scope
- Ability to provide leadership, facilitate meetings, and partner with and guide managers and employees in the resolution of issues
- Ability to act as a technical resource and explain complex laws, regulations, processes, and programs related to area of responsibility
- Ability to demonstrate strong analytical skills, accurately collect, manage and analyze data, identify issues, offer recommendations and potential consequences, and mitigate risk
- Ability to analyze and interpret legal and contractual language
- Ability to assess departmental operations, identify opportunities for improvement and advance operational effectiveness
- Ability to identify and resolve problems in a timely manner

- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to oversee the development and implementation of projects, systems, programs, policies, and procedures
- Ability to foster effective working relationships, influence others and build consensus with individuals at all levels in the organization
- Ability to demonstrate a collaborative management style, build rapport, and effectively manage internal and external business relationships
- Ability to make presentations and adjust communication style in order to facilitate collaboration and understanding
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents
- Ability to develop and monitor department, program and project budgets
- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to identify and develop new processes and systems to improve productivity and results

#### DESIRABLE QUALIFICATIONS

- Master's degree in Finance, Business Administration or a related field
- Some knowledge of healthcare in central California

#### WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work and work outside of regular work hours
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

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*This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.*