



CLAIMS PROGRAM SPECIALIST

Position Status: Exempt
Reports To: Claims Director
Effective Date: 08/10/23
Revised Date:
Job Level: P2

POSITION SUMMARY

Under minimal supervision, this position:

1. Coordinates the review of and response to State All Plan Letters (APLs)
2. Acts as the liaison between the Claims Department and the contracted payment integrity vendor
3. Coordinates, supports, and participates in Claims Department projects
4. Performs other duties as assigned

RESPONSIBILITIES

1. Coordinates the review of and response to State All Plan Letters (APLs), with duties including but not limited to:
 - Assessing the content of APLs received by the Claims Department to determine the work that needs to be completed in order to demonstrate compliance in response to the APL
 - Identifying which Claims Department staff or staff from other Alliance departments need to be involved in the response to each APL
 - Coordinating with other departments to obtain required responses to relevant APL components
 - Requesting assistance with APL content interpretation from the Legal Services Department, as needed
 - Coordinating or drafting new or updated policies and procedures to bring the organization into compliance with the APL directives
 - Ensuring timely and complete responses to APLs
 - Completing APL responses for Claims leadership review and approval
 - Utilizing database system to submit approved responses and relevant attachments to the Compliance Department for review and submission to the State
2. Acts as the liaison between the Claims Department and the contracted payment integrity vendor, with duties including but not limited to:
 - Working with vendor and Claims Department leadership to implement new and updated payment integrity system components
 - Monitoring vendor performance, identifying issues, and providing feedback and direction to the vendor
 - Researching and resolving formatting and data issues identified by the vendor
 - Conducting review and analysis of relevant business and healthcare information and data to ensure accuracy of vendor reporting
 - Preparing operational reports utilizing vendor provided data
 - Reviewing monthly reconciliation reports prepared by the vendor to identify and resolve anomalies
 - Presenting information and data at internal meetings

- Escalating issues to the Claims Director, as appropriate
3. Coordinates, supports, and participates in Claims Department projects, with duties including but not limited to:
 - Assisting in the planning and coordination of ad hoc Claims Department projects
 - Coordinating and tracking tasks and timelines required to meet project objectives
 - Conducting research, analyzing data, and making recommendations
 - Facilitating or participating in project team meetings
 - Working with relevant stakeholders to facilitate project completion
 - Ensuring compliance with the organization's project, policy, and procedural standards
 - Monitoring project status, identifying and resolving or escalating issues, developing and delivering progress reports on projects, and communicating updates to project stakeholders
 - Providing program and project related support to the Claims Director and other Claims Department management staff
 4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business, Health Care, Public Administration, Project Management or a related field and a minimum of three years of experience related to program support or project coordination in a health plan claims environment or for a health plan regulatory agency (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 and proficiency with Windows-based PC systems and Microsoft Word, Outlook, and PowerPoint
- Working knowledge of the principles and processes of medical claims processing
- Working knowledge of basic research, analysis, and reporting methods
- Working knowledge of basic program and/or project management methodologies and tools
- Working knowledge of general administrative procedures and standard business office practices
- Working knowledge of Microsoft Excel
- Some knowledge of the methods and techniques of meeting facilitation
- Ability to identify issues, conduct research, gather and interpret information and data, utilize various reporting methods, and make logical recommendations for action
- Ability to perform work requiring organization, accuracy, and attention to detail
- Ability to interpret legal and contractual language, policies, procedures and guidelines, and legislative and regulatory directives
- Ability to identify issues requiring input or guidance from Legal Services or the Claims Director
- Ability to demonstrate analytical skills and prepare reports
- Ability to coordinate projects, effectively prioritize tasks in order to meet deadlines, and respond to changing priorities
- Ability to assist with the development of policies, procedures, and guidelines
- Ability to create documents, forms, correspondence, and other program documents

- Ability to oversee the work of and act as a liaison to contracted vendors
- Ability to interact diplomatically with a wide variety of people, gather information from stakeholders, foster teamwork, and facilitate discussions
- Ability to demonstrate flexibility and creativity, anticipate needs, exercise resourcefulness in developing solutions, identify improvements to existing practices, and effectively adapt to change
- Ability to develop and organize tracking and recordkeeping systems and maintain accurate records
- Ability to work independently with minimal supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Experience working in a Medi-Cal or managed care environment
- Some knowledge of database systems and Microsoft Visio

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

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.