



## CLAIMS SUPERVISOR – CLAIMS TECHNICIANS

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**Position Status:** Exempt  
**Reports To:** Claims Manager – Operations  
**Effective Date:** 12/01/01  
**Revised Date:** 08/05/22  
**Job Level:** M1

### POSITION SUMMARY

Under general direction, this position:

1. Coordinates and oversees daily claims processing operations, and assists with management of the claims inventory functions
2. Supervises, mentors, and trains assigned staff
3. Carries out department goals and objectives, measurements of performance, policies, and procedures, and ensures performance and work product quality standards are met
4. Performs other duties as assigned.

### RESPONSIBILITIES

1. Coordinates and oversees daily claims processing operations, and assists with management of the claims inventory and functions, with duties including but not limited to:
  - Assisting in the review and analysis of claims inquiries, claims tracers, pended claims, explanation of benefits, batch reports and other reports to resolve specific claims issues
  - Supervising workflow within the assigned area of the Claims Department, to include, but not limited to claims inventory, claims processing, pended claims and claims inquiry resolution
  - Maintaining current versions of the Claims Operating Manual, and other Claims Department related documents such as job descriptions and the Claims Section of the Alliance Provider Manual
  - Maintaining excellent working knowledge of the use of and ability to modify various software tools used in the Claims Department
  - Assisting in the development, installation, testing and management of new software/hardware/networking solutions
  - Responding to elevated/urgent provider issues when necessary
  - Modifying/adjusting claims when necessary
  - Providing coverage for the other Claims Supervisor in their absence
2. Supervises mentors, and trains assigned staff, with duties including but not limited to:
  - Supervising, delegating work, training, mentoring, and providing development and growth opportunities to assigned staff
  - Interviewing and participating in the selection of staff
  - Orienting new staff to the Claims functions
  - Evaluating employee performance, providing feedback to staff, and coaching and counseling staff when performance issues arise
  - Conducting training related to the Claims functions for all Alliance staff, including the development and maintenance of training materials, in conjunction with the Training and Development team
  - Identifying training gaps and opportunities

3. Carries out department goals and objectives, measurements of performance, policies, and procedures and ensures performance and work product quality standards are met with duties including but not limited to:
  - Monitoring, supporting and assuring efficient and accurate performance of the claims processing operation, including proper administration of benefit and payment rules (Adjudication), appropriate provider communication via phone and written correspondence and accurate configuration of the claims processing system (Systems)
  - Assisting with supervising and planning department functions to meet short and long term department goals and objectives including the promotion of teamwork and cooperative efforts among staff
  - Preparing and reviewing quality control audits with staff to ensure compliance within established department guidelines, goals, policies and procedures
  - Performing concurrent claims audits on supervised staff
  - Producing policy and procedure instructions for the Claims staff which includes: development, implementation, and interpretation of policy and procedures for the Claims Department
  - Performing analysis and developing modifications to the operation
  - Producing and maintaining statistics of claims production and inventory for Claims Manager-Operations on a daily, weekly, and monthly basis
  - Responsible for the Claims Quality Control (QC) process. To include, but not be limited to: Implementing the quality control process; revising the process as needed, monitoring, tracking, auditing and reporting QC outcomes; identifying QC issues; and developing and implementing corrective action plans as needed
  - Interacting with all other departments as needed to resolve claims related issues and assist in policy planning and implementation
  - Maintaining current knowledge of Alliance policy and procedure, Medi-Cal, Provider Manuals, Knox Keene, and Title XXII regulations
  - Leading or participating in special projects and assignments as needed
4. Performs other duties as assigned

#### EDUCATION AND EXPERIENCE

- Bachelor's degree in Social Services, Health Sciences, Business, Psychology or a related field and a minimum of three years (or a Master's degree and a minimum of two years) of experience with claims processing in an automated environment which included staff supervision or lead worker experience; or an equivalent combination of education and experience may be qualifying

#### KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of claim processing functions
- Working knowledge of medical terminology, related procedures and diagnostic coding, and knowledge of how to access available resource tools
- Working knowledge of the methods and techniques of research, analysis and reporting
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel and Outlook, and database software
- Some knowledge of the basic principles and practices of supervision and training
- Ability to supervise, train and evaluate the work of staff

- Ability to motivate staff and promote an atmosphere of teamwork and cooperation
- Ability to plan, organize and prioritize tasks and work schedules, manage projects, and adhere to timelines
- Ability to identify issues, conduct research, gather and analyze information, reach logical and sound conclusions, and make recommendations for action
- Ability and skill in operating computer terminals and calculators
- Ability to coordinate, delegate and supervise the work of others
- Ability to maintain accurate records
- Ability to train staff on function of claims operations
- Ability to exercise diplomacy and tact
- Ability to work independently, apply sound judgment, and make decisions related to areas of functional responsibility
- Ability to provide leadership and facilitate meetings
- Ability to develop training materials in conjunction with Training and Development staff and conduct trainings
- Ability to foster effective working relationships, influence others, and build consensus with individuals at all levels in the organization

#### 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

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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.*