



## CLAIMS TECHNICIAN I

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**Position Status:** Non-Exempt  
**Reports To:** Claims Supervisor  
**Effective Date:** 04/19/00  
**Revised Date:** 01/22/20  
**Job Level:** S1

### POSITION SUMMARY

Under close supervision, this position:

1. Opens, sorts, prepares, batches and scans claim forms and other documents
2. Data enter, verify, validate, and process claims in Perfect Claim
3. Processes Level I claim types
4. Assists with training of new hires in the claims control function and with cross-training other Claim Technicians as needed
5. Provide support to the Claim Control Clerk
6. Performs other duties as assigned

### RESPONSIBILITIES

1. Opens, sorts, prepares, batches and scans claim forms and other documents and for the accurate and timely processing of Level I claim types with duties including but not limited to:
  - Opening all incoming mail, sorting and distributing documents
  - Preparing, scanning, and verifying claims and other documents
  - Cleaning scanners using vacuum and cleaning supplies
  - Reviewing claims documents for required data elements
  - Returning incomplete documents
2. Processes claims in Perfect Claim:
  - Entering claims data into header and detail screens with the review of required documents, procedure codes and modifiers into Alliance operating system
  - Verify the accuracy of the data entry by internal and external staff and providers
  - Correct data entry mistakes as needed
  - Search and manually select member and/or provider record based on information submitted on claim as needed
  - Determine whether the claim is clean or not and make an upfront determination to deny or reject claims based on Medi-Cal and Alliance guidelines
  - Collaborate with ATS when working provider related pends
  - Data entry of other misc. documents
3. Processes Level I Claim Types, with duties including, but not limited to:
  - Applying payment rules per provider/health plan contracted relationships
  - Researching claims history or duplicates and consideration of benefits/frequency limits
  - Processing re-billed/tracer claims
4. Assists with training of new hires in the claims control functions and with cross training other Claims Technicians as needed

5. Provide support to the Claim Control Clerk:
  - Producing weekly reports
  - Works various types of reports with assistance from other members of the Claims Department
  - Compiles and compares data from various reports and audits for analysis and/or corrective action
  - Corresponding with providers via letter when printing and returning incomplete documents received from staff
  - Log hand delivered, overnight, and certified parcels
  - Pick up parcels from reception
6. Performs other duties as assigned

#### EDUCATION AND EXPERIENCE

- High School Diploma or equivalent with one year of relevant experience with claims processing in an automated claim environment; or an equivalent combination of education and experience may be qualifying

#### KNOWLEDGE, SKILLS, AND ABILITIES

- Basic knowledge of and ability to operate general office equipment, including scanner, personal computer, telephone, photocopier, fax, etc.
- Some knowledge of medical terminology and related procedure and diagnostic coding (CPT/ ICD, HCPCS), as well as knowledge of how to access available resource tools
- Ability to keep current with claims processing practices and procedures
- Ability to read and understand medical insurance Explanation of Benefits

#### DESIRABLE QUALIFICATIONS

- Working knowledge of Medi-Cal program
- Skill to accurately and efficiently perform 10-key by touch in a way that produces accurate and timely data entry
- Ability to use Microsoft Word and Excel

#### WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal and perform 10-key by touch for extended periods of time
- Ability to lift and carry objects of varying size weighing up to 25 pounds
- Ability to stand, bend, reach, twist, turn, stoop, grasp and make repetitive hand movements in the performance of daily duties
- Ability to use near vision when reading documents and using a computer and far vision when interacting with others
- Acute hearing is required when communicating via telephone and in person

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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.*