



GRIEVANCE COORDINATOR

Position Status: Non-Exempt
Reports To: Grievance Supervisor
Effective Date: 12/01/2013
Revised Date: 02/21/2023
Job Level: S2

POSITION SUMMARY

Under direction, this position:

1. Assists in the administration and/or resolution of low complexity cases in support of the Alliance Grievance function
2. Performs administrative duties to track, organize, monitor and follow up on case work
3. Participates in departmental and cross departmental trainings, workgroups, and operational improvement activities
4. Performs other duties as assigned

RESPONSIBILITIES

1. Assists in the administration and/or resolution of low complexity cases in support of the Alliance Grievance function, with duties including but not limited to:
 - Working within established guidelines and procedures to resolve all assigned cases using the Alliance appeals and grievances tracking system
 - Researching the details and history of a case, including searching for authorization, claims history and coordinating this information for an efficient review if direction is needed
 - Effectively communicating, both orally and in writing with Alliance staff, members and providers when needed
 - Electronically preparing and distributing appeal and grievance cases to the appropriate departments within the Alliance
 - Thoroughly documenting clear case notes in the Alliance appeals and grievance tracking application
 - Updating members and providers regarding the progress or case status in a competent and professional manner
 - Working with relevant departments to complete all necessary follow-up and research
 - Using the Alliance appeals and grievances tracking application to prepare and generate member and provider acknowledgement and resolution letters
 - Maintaining grievance information and supporting documentation in accordance with regulatory bodies for all lines of business
 - Assisting with reviewing and resolving member grievances, such as complaints that can be resolved within twenty-four (24) hours, transportation and access-related grievances;
 - Receiving billing issues from members or internal referrals including member reimbursement requests and initiating investigation
 - Resolving billing issues by communicating with members and providers using a variety of methods such as phone, email, and fax to gather specific information
 - Preparing Appeal and Grievance (AG) case files and conducting self-audits of work to ensure quality and compliance

- Supporting and participating in process improvements, system enhancement testing's, new process implementations and documenting adjustments as requested
 - Maintaining appeal and grievance data thru tracking mechanisms and processing case requests as necessary to support regulatory, internal or external requirements including audits.
2. Performs administrative duties to track, organize, monitor and follow-up on case work with duties including, but not limited to:
 - Receiving, opening, tracking and routing Grievance mail, faxes, email, voicemail and case correspondence.
 - Reviewing Grievance correspondence and case requests
 - Create new cases in the Alliance appeals and grievances tracking application along with scanned documentation where applicable
 - Intaking, entering, tracking and updating State Fair Hearing (SFH) notices and informing Grievance staff assigned to SFH's of any updates, along with providing administrative support during scheduled SFH's
 - Providing outreach to member and provider inquiries and requests through a variety of methods including phone, fax, web, and written correspondence
 3. Participates in departmental and cross departmental trainings, workgroups, and operational improvement activities with duties including and not limited to:
 - Attending Staff Grievance Review Committee (SGRC) meetings and preparing and presenting agenda items for SGRC as approved or assigned by Grievance Leadership
 - Attending monthly Department meetings and preparing and presenting agenda items for the Department as assigned by Grievance Leadership
 - Participating in cross-departmental work groups, grievance system trainings and initiative meetings as assigned
 - Sharing information from workgroups and initiatives with the Grievance Team during weekly Team meetings
 4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Associate's Degree in health, social services or a related field or Medical Assistant certification
- One year of experience in a managed health care setting, health plan, or provider office interacting with members, patients, and/or providers and experience with receiving complaints, preferably related to healthcare administration or public assistance; or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the principles and practices of managed healthcare, healthcare coverage and benefit structures, principles of coordination of benefits and medical billing
- Working knowledge of Title 22 and Title 28 utilization management and grievance regulations
- Working knowledge of the diverse needs of the Medi-Cal population
- Working knowledge of customer service principles and practices
- Working knowledge of and proficiency in Microsoft Word, Outlook, OneNote and Excel
- Working knowledge of conflict resolution techniques

- Working knowledge of proper grammar, spelling, punctuation and formatting
- Working knowledge of general administrative procedures and standard business office practices
- Some knowledge of methods and techniques of research, analysis and reporting
- Some knowledge of multiple provider types and payments
- Skill in operating standard office equipment, such as computer, fax and copier
- Ability to understand and communicate the complex operations and processes of the Alliance, particularly the Utilization Management, Care Management and Member Services departments
- Ability to use the Alliance's internal tracking systems
- Ability to draft professional correspondence
- Ability to competently navigate computer systems
- Ability to work independently with minimal supervision and as a member of a team
- Ability to verbally communicate the program mission, vision and roles
- Ability to train, educate and present to other Alliance staff and departments
- Ability to effectively, clearly and independently document, summarize and resolve member's concerns and inquiries
- Ability to effectively conduct telephone interviews in a confidential and sensitive manner
- Ability to quickly and accurately assess a member's and/or family or significant other's primary concern within scope of Alliance responsibility
- Ability to respond to sensitive or difficult issues with tact and diplomacy
- Proficiency in listening, de-escalation techniques, and problem-solving skills
- Ability to establish and maintain effective working relationships with Alliance staff, members, providers and individuals of varying socio-economic and/or cultural backgrounds, and with special needs population

DESIRABLE QUALIFICATIONS

- Bilingual (English/Spanish)
- Working knowledge of and experience in reviewing and/or preparing medical records
- Working knowledge of and proficiency in Adobe Acrobat Professional
- Working knowledge of physician/provider types and physician billing processes
- Working knowledge of community care resources within Santa Cruz, Monterey and Merced counties

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 20 pounds
- Ability to stand, walk, reach, twist, turn, bend, stoop, grasp and make repetitive hand movements in the performance of daily duties
- Ability to travel between offices and offsite locations for meetings/hearings as applicable

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.