



## GRIEVANCE SUPERVISOR

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**Position Status:** Exempt  
**Reports To:** Grievance and Quality Manager  
**Effective Date:** 01/14/15  
**Revised Date:** 05/16/25  
**Job Level:** M1

### POSITION SUMMARY

Under general direction, this position:

1. Supervises Grievance Unit functions, acts as a subject matter expert, and provides guidance on Grievance Unit activities
2. Ensures compliance with regulations and requirements related to the resolution of grievance cases and participates in the fulfillment of regulatory requirements
3. Supervises, mentors, and trains assigned staff
4. Participates in departmental and cross-departmental projects, programs, workgroups, committees, and operational improvement activities
5. Performs other duties as assigned

### RESPONSIBILITIES

1. Supervises Grievance Unit functions, acts as a subject matter expert, and provides guidance on Grievance Unit activities, with duties including but not limited to:
  - Acting as the primary resource and point of escalation for staff and assisting in the resolution of non-routine and difficult situations
  - Developing and defining standard language, best practices, expectations, and criteria related to clear, complete, and correctly resolved grievance cases
  - Monitoring and auditing case work performed by staff and providing regular feedback on the day-to-day work of staff
  - Motivating staff as they implement grievance optimization and activities
  - Providing coaching and support to staff related to handling sensitive and complex grievance investigation escalations and inquiry tasks
  - Orienting new staff to Member Services functions and conducting on-going in-service training for staff on new implementations, regulatory or All Plan Letters (APL) updates, and optimizing performance of grievance tasks
  - Acting as a subject matter expert and technical resource to Grievance Unit staff on the Medicare Dual Eligible Special Needs Plans (D-SNP) line of business, as assigned
  - Collaborating with and acting as the Grievance Unit's liaison to departments across the organization regarding the D-SNP program, as assigned
  - Running, analyzing, and submitting a variety of statistical and activity reports to department leadership on a monthly basis
  - Collaborating with members of leadership in other departments to maintain critical operational functions
  - Staying informed of current and new developments in the field and sharing updates with staff

2. Ensures compliance with regulations and requirements related to the resolution of grievance cases and participates in the fulfillment of regulatory requirements, with duties including but not limited to:
  - Developing and utilizing systems to monitor and audit Grievance case work to ensure cases are documented, resolved appropriately, and processed according to federal and state regulations
  - Reviewing and routing member complaints, appeals, State Fair Hearings (SFHs), and Independent Review Entities (IREs) appeals, to assigned staff
  - Ensuring staff work within established guidelines, timeframes, policies and procedures to complete all necessary research and follow up to resolve complaints, appeals, SFHs, IREs, member billing issues and other grievance tasks
  - Serving as the primary resource and point of escalation of issues for staff
  - Monitoring and shadowing SFH and IRE cases assigned to staff to ensure appropriate investigation, documentation, and representation for each case
  - Assuming responsibility for resolving cases when case load targets or volume is exceeded or when a case is beyond the skill level of staff
  
3. Supervises, mentors, and trains assigned staff, with duties including but not limited to:
  - Supervising, setting goals and objectives, and delegating and assigning work
  - Providing mentoring, coaching, and development and growth opportunities to assigned staff
  - Interviewing and participating in the selection of staff, in conjunction with the Grievance and Quality Manager and Member Services Director
  - Evaluating employee performance, providing feedback to staff, and coaching and counseling or disciplining staff when performance issues arise
  - Orienting staff to Grievance Unit and Member Services Department functions
  - Conducting training related to Grievance functions for all Alliance staff, including the development and maintenance of training materials, in conjunction with the Member Services Training Specialist and the Learning and Development team
  - Identifying training gaps and opportunities for improved performance
  - May oversee staff in multiple office locations and/or telecommute settings
  
4. Participates in departmental and cross-departmental projects, programs, workgroups, committees, and operational improvement activities, with duties including but not limited to:
  - Developing, participating in, and implementing projects, programs, and workgroups within Member Services
  - Participating in cross-departmental projects, workgroups, and committees to support department and organizational goals and priorities
  - Drafting, recommending, and implementing administrative policies and procedures, guidelines and workflows related to Grievance Unit operations
  - Reviewing compliance assessments, including identifying and tracking trends
  - Analyzing and making recommendations related to identified trends and optimization opportunities while working with staff across the organization to implement changes
  - Preparing narrative and statistical reports and making presentations
  - Monitoring regulatory, compliance and quality improvement reports and other program documents
  - Coordinating, preparing, and submitting Grievance reports to the appropriate committees, governance bodies, the Staff Grievance Review Committee, and external agencies
  - Acting as a liaison with representatives within the Centers for Medicare & Medicaid Services (CMS), Independent Review Entity (IRE), State Fair Hearing Division, and the Office of the Ombudsman

- Providing assistance to other departments and developing educational activities on issues related to the Grievance function
- Providing support to the Grievance and Quality Manager

5. Performs other duties as assigned

## EDUCATION AND EXPERIENCE

- Bachelor's degree in Social Sciences, Health, Business or a related field and a minimum of four years of experience in a managed health care environment performing work related to billing, claims payment, coding or a closely related function, including some lead or supervisory 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 healthcare coverage and benefit structures, the principles of coordination of benefits, and medical billing
- Thorough knowledge of the Medi-Cal program and related regulations
- Thorough knowledge of Title 22 and Title 28 utilization management and grievance regulations
- Thorough knowledge of the principles and practices of customer service
- Thorough knowledge of and proficiency with Windows based PC systems and Microsoft Word, Outlook, PowerPoint and Excel, and report generating software
- Working knowledge of the principles and practices of managed health care
- Working knowledge of multiple provider types and billing processes
- Working knowledge of conflict resolution and problem-solving techniques
- Working knowledge of the methods and techniques of research, analysis, and reporting
- Working knowledge of the basic principles and practices of supervision and training
- Some knowledge of the Medicare D-SNP program and related regulations
- Some knowledge of the principles and practices of project management
- Ability to act as a technical resource and explain regulations, processes, and programs related to area of responsibility
- Ability to learn, interpret, and apply Medicare D-SNP regulations and act as a subject matter expert on D-SNP within the Grievance Unit, as assigned
- Ability to supervise, train and evaluate the work of staff, promote an atmosphere of teamwork and cooperation, and motivate staff to achieve goals and objectives
- Ability to plan, organize, and prioritize the work of others, delegate effectively, develop workplans and workflows, coordinate activities and projects, and follow up on work assignments
- Ability to plan, organize and prioritize tasks, manage projects, and adhere to timelines
- Ability to analyze, interpret and apply legal, regulatory, and contractual language, policies, procedures and guidelines, and legislative and regulatory directives, and understand their effect on the resolution of grievances, complaints, and appeals
- Ability to identify issues, conduct research, gather and analyze information, reach logical and sound conclusions, and make recommendations for action
- Ability to independently document, summarize, and resolve complex issues
- Ability to provide leadership, facilitate meetings and guide employees in the resolution of issues
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents

- Ability to assist with the development of policies and procedures
- Ability to develop recordkeeping systems and maintain organized and accurate records Ability to present information, data, and results in a clear and understandable manner, utilizing methods appropriate to various forums
- Ability to develop training materials, in conjunction with Learning and Development staff, and conduct training
- Ability to foster effective working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to act as a liaison and establish collaborative working relationships with external entities, including regulatory agencies, the Independent Review Entity (IRE), the State Fair Hearing Division, and the Office of the Ombudsman
- Ability to work independently and make decisions related to areas of functional responsibility

### DESIRABLE QUALIFICATIONS

- Bilingual/biliterate (English/Spanish)
- Thorough knowledge of the methods and techniques related to drafting and preparing legal documents or position statements
- Working knowledge of the Medicare D-SNP program and related regulations
- Working knowledge of the methods and techniques associated with the review and/or preparation of medical records
- Working knowledge of the demographics and social and human services within the Alliance service area 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 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work

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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.*