



MEMBER DATA ANALYST I

Position Status: Non-Exempt
Reports To: Member Data Supervisor
Effective Date: 04/01/10
Revised Date: 09/30/24
Job Level: P1

POSITION SUMMARY

Under general supervision, this position:

1. Maintains the accuracy of member enrollment, Coordination of Benefits (COB) and Other Health Coverage (OHC) data, and Primary Care Provider (PCP) linkage data in Alliance information systems and those of its delegated sub-contractors to resolve the less complex eligibility, demographic, and coverage discrepancies that affect member access, utilization management, claims, and reporting
2. Researches, analyzes, and responds to escalated internal and external customer questions [member data questions] and issues concerning Alliance member eligibility, demographics, and coverage
3. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Member Data Analyst I is the first working level classification in the series and is distinguished from the next higher, full working level Member Data Analyst II by the latter's performance of complex initial configuration and investigation and resolution of more complex issues that may have a global impact on members, providers, and other areas within the plan.

RESPONSIBILITIES

1. Maintains the accuracy of member enrollment, Coordination of Benefits (COB) and Other Health Coverage (OHC) data, and Primary Care Provider (PCP) linkage data in Alliance information systems and those of its delegated sub-contractors to resolve the less complex eligibility, demographic, and coverage discrepancies that affect member access, utilization management, claims, and reporting, with duties including but not limited to:
 - Maintaining existing member data to ensure accurate member configuration and data integrity for member enrollment, access, claims processing, and reporting
 - Identifying and analyzing trends and researching and reconciling member data discrepancies between the Alliance's internal information systems and external enrollment entities and data sources including the Social Security Administration (SSA), the State Department of Health Care Services (DHCS), the State Department of Managed Health Care (DMHC), contracted vendors, and Medi-Cal enrollment agencies within the Alliance service area counties
 - Researching, analyzing, and resolving member data issues from identification to resolution, including identifying eligibility processing anomalies and offering solutions
 - Coordinating resolution of issues related to COB/OHC, payments, coverage, and member data with other Alliance departments
 - Receiving proof of OHC eligibility, updating Alliance database, and sending information to Alliance contracted vendors and the Department of Health Care Services (DHCS)

- Assuring that enrollment and OHC and COB load exception report reviews, auditing of pre-load files, and correction or escalation of errors are completed timely and accurately, and any file errors are reported to the appropriate data teams
 - Auditing member data using Alliance report writing software to assure compliance with State, Federal, and Alliance policies and making appropriate updates or escalating to a higher level, as appropriate
 - Working and closing workflow events that are routed by Alliance staff
 - Responding to requests that are routed by Alliance departmental staff
 - Reviewing State and Federal policies and regulations, such as Provider Manuals, Operating Instruction Letters, All Plan Letters, All County Welfare Director Letters, to maintain current knowledge of coverage and eligibility criteria and agency systems and file transmission requirements
 - Maintaining comprehensive knowledge of how Alliance systems use data from external sources by participating in Alliance, State, and vendor meetings and trainings and reporting back regarding the impact of the data on Alliance business processes
 - Reviewing eligibility correction process for necessity, limitations and exclusions based on the most recent changes, policies and procedures, and documenting all decisions
 - Assisting with mass PCP termination process, including time and distance analysis, member mass re-assignments in Alliance systems, member noticing, and communication with internal stakeholders
 - Developing and implementing less complex batch loaders for mass member data updates or resolution of data discrepancies
 - Assisting with system configuration and maintenance related to member data, including new configurations as well as modifying existing configurations to resolve errors
2. Researches, analyzes, and responds to escalated, internal and external customer questions and issues concerning Alliance member eligibility, demographics, and coverage, with duties including but not limited to:
- Providing immediate responses by researching and reconciling data inconsistencies with relevant enrollment entities, COB and OHC, and external load sources
 - Resolving less complex escalated member data issues, from internal and external customers, that impact a variety of cross-functional business processes and conducting research, troubleshooting, and root cause analysis to ensure resolution
 - Analyzing, researching, resolving, and documenting system generated errors and process deficiencies
 - Participating in problem-solving discussions with relevant business units and external stakeholders to resolve member data issues that impact access to care
 - Maintaining inventory of enrollment error reports to identify and address issues where further analysis, monitoring, process improvement, or system configuration changes are needed
 - Identifying trends and aggregating data to extrapolate potential root causes and impact of less complex errors or process failures, developing system workarounds, and communicating issues and proposed solutions to appropriate managers
 - Assisting the Member Data Analyst II/IIIs with coverage gaps
 - Assisting with reviewing and responding to initial eligibility audits to meet regulatory, contract requirements, or Healthcare Effectiveness Data and Information Set (HEDIS)
 - Supporting Member Data Analyst II/IIIs to complete root cause analysis to determine why member data and eligibility will not process accurately

- Researching enrollment and OHC/COB errors or inaccurate data and identifying fixes
- Maintaining productive, collaborative working relationships with outside entities and sub-contractors to increase communication and coordination of data error resolution
- Participating in in-service meetings at provider and agency sites biannually

3. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business, Healthcare, Public Administration or a related field and a minimum of two years of experience in public assistance, health care or human services which involved working with Management Information Systems and spreadsheets and performing data entry (a Master's degree may substitute for the required experience); or an equivalent combination of education and experience may be qualifying.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of research, analysis, and reporting methods
- Working knowledge of government contracted regulated health plans, eligibility requirements and their respective automated eligibility verification systems
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows-based PC systems and Microsoft Word, Excel, and Outlook, and report-generating and eligibility software
- Some knowledge of data transmission, eligibility file formats, HIPAA, and system and data analysis
- Some knowledge of Title 22 and 28 of the California Code of Regulations and Social Security Administration regulations relating to Medi-Cal eligibility
- Some knowledge of coordination of benefits, co-payments, benefit limitations and exclusions, and premiums
- Ability to learn California Medi-Cal program, Medi-Cal eligibility, the Medi-Cal Eligibility Data System (MEDS-Lite) and its HIPAA compliant portal
- Ability to analyze less complex eligibility issues from identification to resolution
- Ability to collect, interpret, evaluate data, and prepare comprehensive reports
- Ability to conduct research, gather, and interpret information and data, identify issues of concern, make logical recommendations for action, and present findings in a clear and organized manner
- Ability to produce organized, accurate and detail-oriented work and maintain accurate records
- Ability to enter, proofread, verify, analyze and audit data
- Ability to review data to ensure data integrity and quality and to identify data anomalies
- Ability to learn and utilize Alliance information systems and SQL to perform basic software configuration
- Ability to interpret, explain and apply applicable policies, laws and regulations, standards, and guidelines
- Ability to identify and resolve issues in a timely manner, make sound decisions within established guidelines, and recognize matters requiring escalation to a higher-level staff member
- Ability to organize work, manage multiple tasks, establish priorities, adjust to changing priorities, and meet deadlines
- Ability to prepare written reports and other program materials

- Ability to review data to ensure data integrity and quality and to identify data anomalies
- Ability to effectively gather and clarify business unit application configuration requirements
- Ability to communicate clearly and effectively with internal and external stakeholders and individuals at all levels of the organization
- Ability to work independently with minimal supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Some knowledge of the principles and practices of software configuration

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.