



PROVIDER DATA ANALYST II

Position Status: Exempt
Reports To: Provider Data Manager
Effective Date: 08/07/2018
Revised Date: 09/30/24
Job Level: P2

POSITION SUMMARY

Under direction, this position:

1. Supports the overall accuracy, completeness, and integrity of the Alliance's provider data
2. Supports the implementation, maintenance, and optimization of Alliance's provider applications
3. Performs data analysis and research to support provider data management strategies
4. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Provider Data Analyst II is the working level classification in the series and is distinguished from the next higher, advanced working level Provider Data Analyst III by the latter's greater degree of independence in the performance of the more complex work related to application configuration processes, as well as responsibility for collaborating with internal and external stakeholders on complex configuration projects and assisting with training and mentoring other Provider Data Analysts, as assigned.

RESPONSIBILITIES

1. Supports the overall accuracy, completeness, and integrity of the Alliance's provider data, with duties including but not limited to:
 - Supporting the implementation and maintenance of new and existing provider data configurations
 - Resolving provider data discrepancies and ensuring all errors are corrected accurately and processed in a timely manner
 - Addressing and resolving provider-related issues and inquiries promptly
 - Processing provider data handling disputes or discrepancies and ensuring timely resolution, or escalating to a higher level
 - Performing basic data audits and validations to identify and rectify provider data errors or discrepancies
 - Ensuring that data entry, updates, and maintenance processes are standardized and efficient
 - Resolving issues identified as impacting provider data files, such as 274, provider directory, provider roster, timely, and accurately
 - Performing basic data configuration work
 - Ensuring provider data changes are implemented timely and with quality in the Alliance's core systems, including participating in user acceptance testing and provider data configuration
2. Supports the implementation, maintenance, and optimization of Alliance's provider applications, with duties including but not limited to:

- Identifying and troubleshooting issues related to provider integration, recommending, and implementing solutions, and collaborating with other Provider Data Management staff on resolution of issues
 - Identifying opportunities to streamline provider management processes through technology solutions including system enhancements and making recommendations to Provider Data Analyst IV
 - Contributing to, documenting and compiling procedural workflows, data flow, dashboards, graphs, and mapping documents, such as system-to-operational, financial and clinical designations
 - Supporting the development of testing plans for system changes and upgrades and the execution of system tests, including unit, integration, and regression testing
3. Supports data analysis and research related to provider data management strategies, with duties including but not limited to:
- Supporting and participating in problem-solving discussions with relevant business units
 - Performing basic audit processes to ensure that work is accurately implemented and meets business requirements
 - Supporting system feasibility studies and evaluations
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Computer Science, Healthcare, Business Administration or a related field and three years of experience in a managed care setting performing provider data configuration (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 and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook and PowerPoint
- Working knowledge of managed care concepts
- Working knowledge of and proficiency with database software
- Working knowledge of analytical and research techniques
- Working knowledge of the principles and practices of customer service
- Working knowledge of healthcare terminology, provider types and classifications, provider data terminology, and other regulatory standards
- Working knowledge of the methods and techniques of data entry and data auditing
- Working knowledge of the principles and practices of software configuration, including the methods and techniques of using SQL for data analysis
- Working knowledge of basic provider data configuration
- Some knowledge of data transmission, provider file formats, such as 274, provider rosters, provider directories, HIPAA, and data analysis
- Some knowledge of legislative and regulatory directives related to provider data
- Ability to collect, interpret, and evaluate data
- Ability to analyze and write process maps, work instructions and documentation
- Ability to identify and troubleshoot issues, collect, analyze and interpret data, identify

- alternative solutions, make recommendations for action and prepare written reports
- Ability to organize work, manage multiple projects, maintain accurate records, respond to changing priorities, pay close attention to detail and achieve goals and objectives
 - Ability to interpret and apply policies, procedures, and regulations
 - Ability to learn and utilize Alliance information systems
 - Ability to effectively gather and clarify business unit application configuration requirements
 - Ability to compile and present information and reports to internal stakeholders
 - Ability to work collaboratively with external stakeholders and with individuals at all levels in a matrix organization
 - Ability to use a variety of methods, including mathematical reasoning, deductive reasoning and inductive reasoning, to reach conclusions and make recommendations
 - Ability to track, proofread, verify, analyze and audit information and data
 - Ability to work independently with minimal supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Working knowledge of the Medi-Cal and Medicare programs and related regulations
- Working knowledge of medical coding
- Some knowledge of the principles and practices of project management

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.