

Job Description

Job Title: County Board Claims Management Specialist
FLSA Status: Non-Exempt
Department: Billing Services
Reports To: Claims Management Supervisor
Direct Reports: None
Approved By: Primary Solutions & Insuperity's Human Resources Departments
Approval Date:

Summary: Claims Management Specialists oversee billed claims for CMA (Claims Management Agency) Clients. This is an optional service that an agency can chose to help them track their claims and resolve errors. Claims Management Specialists maintain a caseload of agencies and report on a weekly, quarterly and annual basis the agency an overview of their billed claims.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Apply payments
2. Make any necessary corrections and adjustments
3. Research and resolve Unpaid Claim issues
4. Complete the billing process- including data entry, proofing, and documentation and TCM review
5. Complete the Medicaid Inquiry and Consumer Update processes
6. Complete Cost reports
7. Complete AUP Audit and Cost Report Audit
8. Scanning and Indexing into Intellivue
9. Complete reporting process to the county
10. Attend weekly progress meetings with the Claims Management Supervisor

Other Responsibilities:

1. Ability to communicate with contacts at County and State Level Government Offices (County Boards of DD/Ohio Department of Developmental Disabilities) for review of certain claims and/or error reports.
2. Uphold the Mission, Vision, and Values of Primary Solutions
3. Contribute to positive company culture
4. Other duties as assigned.

Competencies:

Problem Solving- Develops alternative solutions; Gathers and analyzes information skillfully; Identifies problems in a timely manner; Resolves problems in early stages; Works well in group problem solving situations.

Customer Service- Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service.

Written Communications- Edits work for spelling and grammar; Presents numerical data effectively; Varies writing style to meet needs; Writes clearly and informatively.

Initiative- Asks for help when needed; Looks for and takes advantage of opportunities; Seeks increased responsibilities; Takes independent actions and calculated risks; Undertakes self-development activities; Volunteers readily.

Quality- Applies feedback to improve performance; Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Monitors own work to ensure quality.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Also, requires a very high level of knowledge of the Ohio Revised Code for Waiver Services of the Department of Developmental Disabilities as well as rules and regulations of Ohio County Boards of Developmental Disabilities. Experience in our Gatekeeper software is required.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Microsoft Office Suite, Email, Advisor, Gatekeeper, Intellivue, ConnectWise, OhioDD.com, MITS and DODD website.

Certificates and Licenses:

No certifications needed

Supervisory Responsibilities:

No supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to talk or hear. The employee is regularly required to sit. The employee is occasionally required to reach with hands and arms, use hands

to finger, handle or feel, stand or walk. The employee must occasionally lift and /or move up to 10 pounds. Specific vision abilities required by this job include Close vision, Color vision, and Ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Printed Name

Employee Signature

Date

Supervisor

Date