

HEALTH PLAN PATIENT SERVICES SUPERVISOR

Monthly Salary Range: \$4,965.65 - \$6,035.78

Bargaining Unit: Local 21 – Supervisory Management

Contra Costa County Health Services is recruiting a Health Plan Patient Services Supervisor for the Contra Costa Health Plan located in Martinez, CA.

The Health Plan Patient Services Supervisor is responsible for providing day-to-day work direction and supervision of the Member Services unit, facilitating the resolution of grievances and appeals, including formal investigations and referrals to third parties (if necessary); assisting in the development of policies and implementation of procedures to meet the policies for member inquiries, complaints, grievances and appeals; and interpreting rules, regulations and guidelines applicable to enrollment and disenrollment, eligibility for the Health Plan and implementing plans for compliance.

Minimum Qualifications:

Education: Possession of a high school diploma, G.E.D. equivalency, or a high school proficiency certificate.

Experience: Three (3) years of full-time or its equivalent experience with either a hospital, outpatient clinic or managed care health insurer, performing duties which involved the investigation and resolution of complaints and/or grievances.

Application Filing: All applicants, including County employees, are to apply on-line at <http://www.cccounty.us/hr>, and submit the required information as indicated on the job announcement. All applicants must clearly demonstrate that they meet the minimum qualifications provided on the job announcement. Resumes may not be substituted for the official County application. Paper, faxed or late applications WILL NOT be accepted.

Equal Opportunity Employer