



## Position Description

Job Title	Department	Classification
<b>Director of Claims – Grade 19</b>	<b>Claims</b>	<input checked="" type="checkbox"/> <b>Exempt</b> <input type="checkbox"/> <b>Non-Exempt</b>

<b>Job Summary (General Overview, reporting to, work environment)</b>
<p>This position provides strategic and operational direction for the effective management of claims adjudication and claims service.</p> <p>The Director of Claims is responsible for the overall staffing, planning, fiscal management, administration, and operation of assigned claims functions, programs and activities including, but not limited to Claims Adjudication and Claims Provider Service. The Director will ensure that claims are processed in an efficient and accurate manner by establishing and enforcing department standards within a total quality management approach and in compliance with all applicable state/federal regulations.</p> <p>The Director provides leadership and guidance for establishing production and work flow systems, setting production and quality standards, approving operating policies, procedures, and claims processing guidelines, coordinating with other departments to ensure that the claims function is achieves business, operations and reporting objectives, and assuring that CenCal Health goals are met.</p>

<b>Duties and Responsibilities</b>
<ul style="list-style-type: none"> <li>• Provide leadership to the Claims Department staff and establish objectives which ensure that the department goals and objectives are met</li> <li>• Supervise directly reporting staff</li> <li>• Oversee the interpretation and implementation of State and Federal statutes, regulations and mandates (including NCQA, HEDIS, HIPAA, Knox Keene, DHCS, DMHC,) pertinent to claims processing function, while improving claims processes to yield operational efficiencies</li> <li>• Ensure the timely, accurate configuration of the claims sub-system and maintenance of claims coding databases; implement benefit, provider payment rate updates, and dispute/appeal handling directives from regulatory agencies and Administration</li> <li>• Create updated Department policies and procedures as necessary</li> <li>• Ensure the efficient, timely, and accurate adjudication of claims; by maintain an adequate level of trained staff; revising operating workflows, and other necessary changes to effectively implement changing CenCal Health policies and objectives</li> <li>• Develop, implement, and monitor programs and procedures to assure the efficient and timely submission of accurate encounter data to the State</li> <li>• Manage the volume and financial impact of pended claims, and status of subsystems maintained by Claims staff</li> <li>• Ensure staff is advised of all procedural changes in a timely manner, and that such changes are implemented promptly and effectively</li> <li>• Oversee the claims service functions and claims mailroom to ensure that responses to provider inquiries, disputes or appeals, and internal inquiries are resolved accurately, promptly and with a high level of customer service</li> <li>• Provide individual and group training for hospitals and other providers on the claims process in coordination with the Provider Services Department</li> </ul>



### Duties and Responsibilities

- Implement any policy changes passed by the Board of Directors and/or as directed by Administration which relate to claims processing or service
- Provide monthly Board report and statistics related to claims adjudication or service activities; ensure accuracy of statistical data submitted to Administration
- Collaborate with Compliance, Legal, IT, Provider Services, Health Services, and other necessary departments to ensure that the claims payment system is configured and maintained appropriately to support accurate claims processing and adhere to state and federal regulatory requirements
- Manage vendors used to support claims processing and auditing including, but not limited to, reviewing and modifying contracts, establishing and managing performance expectations, periodically surveying market for alternative vendors and participate in due diligence and annual delegation audits
- Ensure timely recruitment, retention, training and development of qualified claims staff;
- Drive operational innovation and support business expansion and product diversification in support of the CenCal strategic plan
- Determine what environment and culture will create the best workplace experience for department employees
- Ensure that department employees have a clear vision of what each team needs to achieve and that all teams are aligned and committed to department-wide success
- Other duties and projects as assigned

### Core Competencies

**Management Administration Skills:** Manages and/or facilitates employees, budgets and equipment assigned to them, while helping employees maintain a clear picture of their roles and responsibilities to achieve organizational objectives. Helps to develop employee performance by delegating responsibilities and providing accurate feedback and assessments on a timely basis.

**Leadership Skills:** Able to assume a role of formal or informal authority as necessary; advocate new ideas, even when risk is involved; delegate responsibility and empower associates to make decisions; capable of providing constructive feedback to others; able to receive constructive feedback from others; makes personal commitment to mentor and grow others.

**Strategic Thinking:** Formulates objectives and priorities, and implements plans consistent with the long-term interest of the organization in a global environment, Capitalizes on opportunities and manages risks.

**Communication Skills-Oral, Listening & Written:** Communicates both verbally & in writing in such a manner that it is easy to understand and interpret what and why information is being communicated. Listens attentively without interrupting and/or being distracted by other things.

**Collaboration & Teamwork:** Utilizes communication techniques & methods that generate trust, collaboration, open two-way communication and a supportive work environment. Develops and generates team momentum, enthusiasm, and camaraderie to obtain maximum team performance. Values diverse talents of team members and works to include various points of view in decision-making.

**Human Capital Management:** Builds and manages workforce based on organizational goals, budget considerations, and staffing needs. Ensures employees are appropriately recruited, selected, appraised, and rewarded; takes action to address performance problems. Manages a multi-sector workforce and a variety of work situations.

**Conflict Management:** Encourages creative tension and differences of opinions. Anticipates and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and



### Core Competencies

disagreements in a constructive manner.

**Decisiveness:** The ability to make difficult decisions in a timely manner.

**Walk the Talk:** Do what you say you are going to do. Be accountable for your actions.

**World Class Mindset:** Behaves in an honest, fair, and ethical manner. Shows consistency in words and actions. Models high standards of ethics. Punctual, exhibits professional email etiquette. Adhere to company and department standards. Commitment to excellence.

### Education and Experience

#### Required:

- Five (5) years of management level experience as a department Director or equivalent in a healthcare environment
- Bachelor's degree AND four (4) years of recent management experience in medical claims operations OR any equivalent combination of education, training and experience. Health maintenance organization (HMO), Medi-Cal and Medicare claims operations experience is highly desirable
- Knowledge of: managed care contracting methods; health plan core transaction systems; organization and staffing of the medical claims and claims service functions; provider billing and reimbursement methodologies; policies and procedures utilized in medical claims processing; supervisory and staff development techniques; medical economics; fraud, waste and abuse detection and prevention, performance and workflow improvement, NCQA accreditation and HIPAA complaint claim coding guidelines
- Knowledge of Medicaid, Medicare and Commercial health plan operations
- Proficient in Microsoft Office suite and the graphical display of complex financial and operational data

### Essential Functions (Consider sitting, standing, travel, working at computer for long periods of time, lifting etc.)

- Physical requirements needed to perform the essential functions of this job, with or without accommodation:
  - Mobility Requirements: ability to operate a keyboard and sit for long periods; stand, sit, reach, bend, crawl, stoop, lift up to 10 lbs.
  - Visual Requirements: ability to read close-up and do close-up work.
  - Dexterity Requirements: ability to perform repetitive motion (keyboard); writing (note-taking)
  - Hearing/Talking Requirements: ability to hear normal speech, hear and talk on the telephone
  - Emotional/Psychological Requirements: ability to deal with public contact, in person and Normal office environment. Must be able to sit and work at a computer for long periods of time
- Must be able to travel outside the office and attend meetings during and after regular work hours
- Regular attendance is essential to perform this job
- Must be able to work full time
- Possess a current, valid driver's license with a clean driving record



**Disclaimer**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

**Acknowledgement**

I acknowledge that I have received a copy of my CenCal Health position description and if appropriate, manager expectations for this role.

I understand and agree that duties and responsibilities of this description may be made unilaterally and at the discretion of CenCal Health. Changes may be required for the efficient conduct of business. I have a right to be informed immediately when such changes are made.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_