

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Claims Recovery Specialist	<b>CREATED:</b>	November 1, 2010
<b>JOB STATUS:</b>	Non-Exempt	<b>REVIEWED BY:</b>	_____
<b>REPORTS TO:</b>	Claims Audit Supervisor	<b>APPROVED BY:</b>	_____

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## POSITION PURPOSE

To support the designated Claims Supervisor in maintaining claims adjustments and claim recovery activities for all PHC product lines within established guidelines. Participates in interdepartmental recovery activities. Develops and generates claims reports as requested.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Researches and processes claim's adjustment requests for all PHC product lines.
- Reviews claims forwarded for authorization issues and adjusts the authorization system as needed.
- Research return claim checks for the Finance department and identify configuration or training issues related to payment. Communicate outcome of research to Claims Audit Supervisor and Claims Configuration Analyst/Manager. Recommend appropriate actions/statistical or regular adjustments, complete adjustments, communicate outcome to the PHC Finance department and financial system action steps.
- Responsible for claims negative balance collection efforts.
- Researches and processes Medi-Cal COB recoveries/invoices from the contracted vendor. Coordinates and communicates recovery outcomes with contracted vendor, PHC Finance department and Claims Audit Supervisor.
- Researches and processes PA/HK/HF COB and TPL recoveries/invoices from contracted vendor. Coordinates and communicates recovery outcomes with contracted vendor, PHC Finance department, and Claims Audit Supervisor.
- Monthly Medi-Cal Share of Cost (SOC) reconciliation and adjustment functions.
- Design, develop, test, implement and generate access database claim reports and/or modify existing reports to meet claims department reporting needs.
- Generate claims department special report requests
- Perform special claims audits as assigned.
- Collects, monitors, tracks and reports claims delegation reporting for capitated entities to the PHC IQI committee monthly. Attends PHC IQI committee meetings.
- Maintains current knowledge of PHC Claims Policy and Procedures, State of California Medi-Cal Provider Manual, Title 22 and Medicare guidelines.

**POSITION TITLE:** Claims Recovery Specialist (cont.)

- Recognizes and gives feedback to management on procedure changes that would result in more efficient operations.

**SECONDARY DUTIES AND RESPONSIBILITIES**

- Participates in special projects and assignments as needed.
- Performs claims examining functions as needed.

**HIRING CRITERIA**

<b>Education and Experience</b>	Minimum 3 years claims examining experience or PHC claims examining experience and completion of PHC claims training; or equivalent combination of education and experience. College course work in business or related field preferred.
<b>Special Skills, Licenses and Certifications</b>	Knowledge of Medi-Cal and/or managed care claims processing. Knowledge of CPT, HCPC procedure and ICD-9 diagnostic coding. Typing speed 30 wpm and proficient use of 10-key calculator. Knowledge of Business Objective reporting software preferred.
<b>Performance Based Competencies</b>	Excellent oral and written communication skills. Ability to effectively exercise good judgement within scope of authority and to handle sensitive issues with tact and diplomacy. Ability to work on multiple tasks within established time frames and sometimes with conflicting priorities. Good organizational skills with ability to maintain accurate records and documentation of actions and decisions.
<b>Work Environment And Physical Demands</b>	Ability to use microcomputer keyboard. More than 90% of the work time is spent at a video display terminal. When required, ability to move, carry or lift objects of varying sizes weighing up to 10 lbs. Ability to travel and attend off-site meetings as required.

**All Healthplan employees are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the Healthplan's policies and procedures as they may from time to time be updated.

**IMPORTANT DISCLAIMER NOTICE**

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*