



**HEALTH ONE ALLIANCE, LLC, ITS SUBSIDIARIES AND AFFILIATES,
INCLUDING ALLIANT HEALTH PLANS
JOB DESCRIPTION**

JOB TITLE:	Claims Support Specialist – Provider Relations	LOCATION:	Dalton, Georgia
DEPARTMENT:	Claims	REPORTS TO:	Director of Claims

Job purpose

The Claims Support Specialist – Provider Relations is the point of contact for the Provider Relations Department regarding claims issues, as well as training the Provider Relations Representatives as it pertains to claims processing.

Duties and responsibilities

- Investigates and responds in a timely manner to resolve and close claim issues
- Identifies systematic procedural issues resulting in claim processing errors and initiates action to resolve those issues
- Communicates and trains Customer Service Representatives on plan policies, coverage and procedures
- Documents all findings and actions taken as a result of Customer Service inquiries
- Communicates with claims processors to identify and request adjustments to claims processed in error
- Maintains knowledge of provider contracts, plan policies and coverages, claim processing guidelines and systems, and an overall understanding of operational workflow processes
- Assists with departmental projects when needed
- Assists in providing quality improvement feedback regarding systems, procedures, policies and performance
- Other duties as may be assigned

Qualifications

- High School Diploma or GED required
- Associates or Bachelor's degree preferred
- Minimum of 1-2 years' work and/or educational experience in the healthcare industry
- Knowledge of ICD-10, CPT4 Coding, HCPCS and medical terminology
- Experience with Work and Excel

Competencies

- **Ethics** - Honest, accountable, maintains confidentiality
- **Reliability** - The extent to which the employee can be depended upon to be available for work, do it properly, and complete it on time. The degree to which the employee is reliable, trustworthy, and persistent.
- **Sense of Urgency** - Meets deadlines, establishes appropriate priority, gets the job done in a timely manner



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- **Organization skills** - Information organized and accessible, maintains efficient work space, manages time well
- **Computer skills** - Skilled with computers, takes advantage of new technology, learns new tools quickly, uses technology to enhance job performance
- **Communication skills** - Possesses effective communication skills: oral, written, listening
- **Productivity** - Manages workload, works efficiently, meets goals and objectives
- **Initiative** - Takes action, seeks new opportunities, strives to see projects to completion
- **Planning & Organizing** - Displays ability to effectively plan, organize and implement applicable tasks or projects in relation to established goals and objectives
- **Quality** - Strives to eliminate errors, accurate work is a priority, seeks opportunities to improve product/services

Physical, Mental, Environmental & Working Conditions

Moderate amount of walking, sitting, and writing. Moderate to significant amount of stress in meeting deadlines and dealing with day-to-day events in the execution of job duties. Needs flexibility and adaptability to change. Candidate must be self-disciplined and a self-starter and able to work independently with a flexible work schedule. Must be able to drive a vehicle and daytime/overnight travel as required.

Direct reports

N/A

Version:	Owned By:	Executive Review/Approval:	Date:	Choose One: Initial - Review Only - Revised
1.0	Human Resources	Mark Mixer, CEO Amanda Reed, COO Joe Caldwell, CFO Leslie Sprites, Director of Claims	08/15/2017	Initial