

**INGHAM COUNTY
JOB DESCRIPTION**

CLAIMS MANAGEMENT COORDINATOR

General Summary:

Under the direction of the Director of the Bureau of Health Plan Management, this position is responsible for coordinating the claims management unit for multiple County Health Plans. Develops, maintains, and regulates the benefit design. Conducts provider billing trainings and assists with manual development and maintenance. Prepares, reviews reports and assists with law suit settlement negotiation. Leads claims department staff and assists bureau staff and vendors.

Essential Functions:

1. Coordinates the claims payment management unit. Responsible for overseeing the development and maintenance of the medical services benefit design for multiple County Health Plans. Communicates with Third Party Administrator (TPA) when design changes are needed. Performs routine audits and monitors TPA for correct claims processing and reimbursement. Communicates errors and works with TPA to develop solutions. Serves as liaison between County Health Plans and State of Michigan for concerns and problems related to payment of claims. Reviews and interprets state documentation related to program benefits and claims submission. Advises staff of policy changes and billing issues.
2. Corresponds with medical providers regarding billing procedures, benefit coverage, reimbursement issues, and claim status. Reviews medical claim appeals and notifies results to provider, patient, and/or TPA.
3. Prepares and reviews reports to identify County Health Plan members that may be eligible for other State medical programs such as Medicaid, or that may need to be monitored by the case management unit due to high cost claims reimbursement.
4. Leads staff who perform Medicaid claims reimbursement recovery. Audits and records provider refund/void checks. Reports quarterly refund amounts to County Health Plan executive directors.
5. Participates in provider billing trainings. Assists in provider manual development and maintenance related to billing and coverage issues. Serves as a resource to Bureau staff and medical provider billing staff.
6. Receives and reviews documentation requests when County Health Plan members file law suits for medical injury services. Processes and compiles claim information reports and assists attorneys with fund recoupment negotiations.

7. Coordinates discount prescription drug programs. Develops program member materials. Provides training and serves as primary contact for questions and problems.
8. Performs other duties as assigned.

Other Functions:

9. During a public health emergency, the employee may be required to perform duties similar to but not limited to those in his/her job description.

An employee in this position may be called upon to do any or all of the above tasks. (These examples do not include all of the tasks which the employees may be expected to perform.)

Employment Qualifications:

Education: Possession of a Bachelor's Degree in public administration, health education, health communication or a health related field.

Experience: One to two years of experience in a medical, insurance or health care field providing familiarity with medical terminology and claims processing with some data processing experience. Experience with Medicaid and Medicare rules and regulations also required.

Other Requirements:

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements: *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

- Ability to enter and retrieve information from the computer.
- Lifts and carries boxes, display cases, audiovisual equipment, and other materials.
- Places materials in and retrieves from a vehicle.
- Bending, stooping, and reaching to access office files, materials, and equipment.

Working Conditions:

Works in office conditions and travels throughout the County and state to attend meetings and other activities related to program activities.