

## **Humboldt IPA Claims Department Manager**

### Purpose:

This position is responsible for the management and supervision of all claims processing activities for the organization. While ensuring high quality, cost-effective claims department operations are occurring, this position will work closely with the IPA management team to meet the needs of our members by processing their health insurance claims in an accurate and timely manner.

### Responsibilities:

- Management - Hire, train, and evaluate the quality and productivity of claims department staff
- Participate as a member of the IPA's management team
- Policies and procedures – Develop, implement and monitor adherence to all claims processing policies and procedures
- Compliance – Maintain clear understanding of the IPA's responsibilities as a Third Party Administrator and ensure compliance with all related agency and contract requirements
- Serves as primary contact for health plan audit process
- Inter-departmental communications – Coordinate with other all IPA departments as needed
- Decision making- Attends and participates in discussions and meetings as appropriate  
Attends the weekly manager meeting and is actively involved
- Claim Audits – develop necessary audits and oversee process
- Weekly health plan check runs – Oversee process
- Refunds - Oversee requests for and receipts of refunds on claims payments
- Special projects as assigned
- Other duties as assigned

### Qualifications:

- 5+ years' experience in claims processing
- EZCap experience preferred but not required
- Thorough knowledge of CPT and ICD-10 coding
- Proficient computer skills

### Characteristics:

- Works well independently and takes initiative to make necessary improvements
- Ability to supervise projects to completion
- Management experience with ability to manage, train and motivate staff
- Well organized, detail oriented and able to multi-task
- Ability to work well with a variety of people
- Approaches situations as a problem solver
- Excellent communication skills

### Relationships:

Claims Department Manager >> Chief Operating Officer