



**cascade comprehensive care, inc.**

# Job Description

**Job Title:** Claims Manager  
**Department:** Claims  
**Reports To:** Director of Claims  
**FLSA Status:** Exempt  
**Physical Strength:** light (L)

**Prepared By:** Rose  
**Prepared Date:** July 2021  
**Approved By:** Oksen  
**Approved Date:** July 2021

## SUMMARY

This position is responsible for assisting the Director of Claims with leading daily claims department functions. This position is also responsible for accurately interpreting benefits and policy provisions applicable to determine coverage based on contracts, provider networks, member eligibility and processing guidelines per Oregon Medicaid Administrative Rules and the prioritized list of covered services by performing the following duties.

## ESSENTIAL DUTIES AND RESPONSIBILITIES other duties as assigned...

1. Performs daily operational functions of the Claims Department.
2. Maintains efficient claims adjudication processes that effectively utilize technology to automate business processes and maximize the accuracy of claim payments.
3. Develops collaborative relationships with internal and external partners to ensure optimal levels of service.
4. Provides leadership and support of claims strategies and initiatives.

## JOB DUTIES

- Processes moderate to complex claims and provides technical support to staff on all claim types.
- Tracks productivity for the department staff and assists with removing obstacles preventing analysts from meeting goals.
- Assists with maintaining fee schedules, provider networks configuration, benefit configuration, and TPA configuration for EDI transactions.
- Completes regular capitation and claims payment processing and payment distributions.
- Completes monthly monitoring of high exposure claims and stoploss reporting.
- Identifies process improvements based on trends in claims errors.
- Reviews and tests system functionality changes to improve claims adjudication and system performance enhancements.
- Develops and maintains department policies and procedures and desktop processes.
- Provides training support to new employees and existing staff.



- Keeps abreast of any changes to legislation and regulations that pertain to claims.
- Understands basic medical terminology.
- Compiles data and creates reports for Director of Claims.
- Maintains confidentiality and complies with HIPAA rules and regulations.
- Maintains punctual, regular, and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.
- Displays excellent communication skills including presentation, persuasion, and negotiation skills required in working with members and coworkers and including the ability to communicate effectively and remain calm and courteous under pressure.
- Respectfully takes direction from manager.

## **SUPERVISORY RESPONSIBILITIES**

Directly supervises employees in the Claims Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## **QUALIFICATIONS**

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

Bachelor's degree from four-year college or university; and three to five years related experience and/or training; or equivalent combination of education and experience.

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

## **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

## **COMPUTER SKILLS**

Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.



**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

This position does not require any certificates, licenses, or registrations.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to stoop, kneel, crouch, or crawl.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

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