



cascade comprehensive care, inc.

Job Description

Job Title: Claims Analyst II
Department: Claims
Reports To: Director of Claims
FLSA Status: Nonexempt
Physical Strength: Light (L)

Prepared By: Rose
Prepared Date: August 2021
Approved By: Oksen
Approved Date: August 2021

SUMMARY

This position is responsible for reviewing and adjudicating all claim types and performing general claim processing production. This position is also responsible for conducting claim activities including claim auditing, problem solving, and claim system analysis with system efficiency reporting and making recommendations for improvement by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES other duties as assigned...

1. Processes all claim types including analyzing claims for reasonable and appropriateness of charges and the evaluation of covered benefits in accordance with established contracts.
2. Assists with developing and maintaining claims processing procedures.
3. Trains new analysts and acts as a resource to support all department staff.
4. Conducts claim audits and report monitoring.

JOB DUTIES

- Reviews submitted claims for accuracy, completeness, and member eligibility.
- Maintains a thorough working knowledge of Oregon Administrative Rules and the Prioritized list of covered services.
- Identifies processes and procedures to enhance department efficiencies.
- Responds to questions, telephone calls and letters regarding claim adjudication decisions.
- Performs claims processes accurately and meets department productivity standards.
- Reviews for prior authorization approval or denial when applicable.
- Maintains records and prepares reports and correspondence related to the claims process.
- Investigates and documents information as needed to process claims as well as works with other departments within the organization to provide resolution as needed.
- 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 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

This position does not have any supervisory responsibilities.

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

High school diploma or general education degree (GED) and four to six years related experience and/or training.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to members, providers, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

COMPUTER SKILLS

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

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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



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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.