

JOB POSTING



JOB TITLE:	Appeals & Grievance Coordinator	SUPERVISOR:	Sonya Banks, Appeals & Grievance Manager
DEPARTMENT:	Appeals & Grievance	STATUS:	Non-Exempt

JOB SUMMARY
Responsible for coordinating resolution of all incoming commercial and MAPD plan appeals and grievances. Part D coordinator may assist Appeals and Grievances Coordinator with Part D cases. Ensures appeals and grievances are processed according to Centers for Medicare and Medicaid Services (CMS), Department of Managed Health Care (DMHC), and any other applicable regulatory standards while working with members, providers, IPAs and governing agencies to resolve grievances and appeals.
EDUCATION & EXPERIENCE
<ol style="list-style-type: none">1. High school diploma or equivalent required; one or more years of college preferred.2. Two or more years experience working in the healthcare industry, with experience in appeals, claims, coding, authorizations or other relevant area.3. Experience working for an IPA, medical group or HMO preferred.
KNOWLEDGE, SKILLS & ABILITIES
<ul style="list-style-type: none">• Knowledge of or the ability to learn CMS, DMHC, and other applicable regulations.• Knowledge of medical terminology and familiarity with medical records.• Strong public relations and customer service skills.• Strong skills including accuracy, attention to detail, and follow-through in order to investigate and track issues and bring cases to closure, while meeting all regulatory requirements.• Must be able to write and verbally articulate information in a clear, concise and persuasive manner to effectively present ideas.• Ability to remain calm and flexible while working under pressure and dealing with upset and difficult individuals (members) while bringing appeals and grievance issues to closure.• Intermediate skills in Microsoft Office products including Access, Word, Excel and Outlook.
HOW TO APPLY
<p>For additional information regarding our organization and specific job requirements, please visit our website: www.managedcaresystems.com</p> <p>To apply for this position send your resume or application to the Human Resources Department @ hr@managedcaresystems.com or Fax to 661.716.9180</p>

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