

**Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County
Position Description**

Job Title:	Claims/Membership Specialist	Reports To:	Claims and Membership Services Administrator
Department:	Claims & Membership Services	FLSA Status:	Non-Exempt
Date:	7-1-09	Salary Grade:	9
REVISED:	04-14-16		
Approved By:	Chief Executive Officer	NBU/BU Status:	Bargaining Unit

PURPOSE

Under the supervision of the Claims and Membership Services Administrator, is responsible for review/research/validation of provider claims in the Shared Health and Recovery Enterprise System (SHARES), or any other necessary system, regarding the disposition of pended claims, researching provider billing errors, and providing help desk functions review/research/data verification and enrollment of new members into SHARES and other related data systems, updating existing member records to reflect corrections and changes, researching membership errors, and providing membership help desk functions. Serves as liaison to providers as assigned.

DUTIES AND RESPONSIBILITIES

1. Enrolls new members and/or updates member records in SHARES**, and generates daily reports necessary in SHARES.
2. Verifies provider enrollment data in SHARES, or any other necessary system.
3. Determines status of newly enrolled clients in SHARES, or any other necessary system, for electronic communication to providers on status determinations.
4. Assigns new members into Plans Designators and Statuses in SHARES, or any other necessary system, based upon established criteria.
5. Researches, validates and accurately processes claims adjustments within SHARES, or any other necessary system.
6. Reviews and determines disposition of any paid, pending, and/or denied claims in SHARES, or any other necessary system.
7. Assist providers with submission of claims and claims corrections in SHARES, or any other necessary system.
8. Researches and resolves membership and claim discrepancies, errors and issues within SHARES, or any other necessary system, providing notification to providers in a timely manner.
9. Provides reports to providers in a timely manner.

****Wherever reference is made, herein, to SHARES, which may not yet be fully implemented, such reference also incorporates the current system, MACSIS, and to the extent necessary, also refers to the maintenance of two systems until such time as SHARES is fully implemented.**

10. Identifies trends and error patterns, reports findings, and recommends solutions for claim adjudication and enrollment and eligibility issues for policy and procedures changes.
11. Provides Help Desk function on claims, enrollment and transfer questions and issues, returning all phone calls and responding to inquiries in a timely manner.
12. Provides technical assistance and training to Providers in the area of claims, enrollment, and eligibility; successfully resolves claims, transfer and enrollment related issues.
13. Processes membership maintenance reports adjusting members data as necessary.
14. Attends meetings and trainings as required.
15. Maintains current knowledge of software upgrades.
16. Performs special projects as needed or directed.
17. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

High School Diploma.

Three years experience in claims processing for a managed care or health insurance organization, or processing Medicaid billings in a publicly funded environment or 6 months experience using Diamond Software claims processing and membership modules.

Six months experience in Customer Service.

Experience in a Windows based PC environment.

Must be detail oriented. Possess strong organizational skills.

Strong verbal and written communication skills.

Demonstrated experience in troubleshooting and problem resolution.

Must be flexible and adaptable to changing environments and work as part of a team.

PHYSICAL DEMANDS

Traditional office position which may require ability to use and operate office equipment and machines such as computer, telephone, fax machine, copy machine, adding machine and other equipment required to successfully perform the essential duties of this position.

Ability to transport oneself or arrange for transportation throughout the County and State.

WORKING CONDITIONS

No adverse working conditions.

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change in accordance with the needs of the Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the job holder's responsibility.

EMPLOYEE ACKNOWLEDGMENT

I have read this position description and discussed it with my supervisor.

Employee

Date

Supervisor

Date