

**POSITION DESCRIPTION**

**Job Title:** Claims QA Auditor  
**Status:** Non-exempt  
**Department:** Claims

**PURPOSE:**

The Claims QA Auditor will be responsible for assisting with the assessment, analysis, design, implementation and evaluation of the auditing process for the claims function(s). Will perform audits in accordance with the auditing program and will be responsible for monitoring the results, identifying trends and making recommendations for training or process improvements.

**ESSENTIAL FUNCTIONS:**

1. Assist in maintaining Quality Review policy and continue to monitor for success and efficiency.
2. Perform audits from randomly selected charges/files from all areas of the Claims department in accordance with the department auditing schedule.
  - a. Visually review charges/files to verify the accuracy of information entered into the computer, accuracy of system adjudicated charges, accuracy of decisions and that all procedures and guidelines have been followed.
  - b. Provide staff with detailed information regarding errors identified during the audit process. Detailed information may include acknowledgement of the correct procedures or guidelines that should have been referenced during the handling of the charge/file.
  - c. Accumulate and calculate error percentages obtained from audited charges/files and report to supervisory staff on a monthly basis.
  - d. Maintain and track audit results in Excel spreadsheet.
  - e. Meet established production, quality and turn-around-time objectives.
3. Maintain current knowledge of all functions within the claims department to ensure a strong knowledge base when working with other staff members in expanding claim payment level, product knowledge and PC skills.
4. Assist in the development of needs assessment tools, Q/R tools, plans and programs.

**MARGINAL FUNCTIONS:**

1. Back-up claims department during high inventory/backlog by working files or assisting staff with batch work.
2. Assist staff with questions associated with claims policies and procedures or with difficult claims situations.
3. Assist Supervision with projects such as special file review, collection and/or compilation of data, reporting statistical information, etc.

**REQUIREMENTS:**

1. Minimum 2 years experience in medical claims adjudication.
2. High school graduate. Related college coursework preferred.
3. Strong written and verbal communication skills; ability to compose documentation.
4. Ability to read, comprehend, follow and give written or verbal English instructions.
6. Ability to look for new and innovative ways to handle work flow or quality assurance issues that develop within the claims department.
7. Demonstrated decision making abilities. Ability to appropriately apply rules and standards. Understand where rules apply and where they do not apply.
8. Ability to meet company attendance requirements.
9. Ability to achieve departmental quality and production standards.
10. Ability to work under and handle stress associated with varying work-loads and meeting deadlines.
11. Ability to prepare and compose Excel spreadsheets for tracking accurate detailed audit results
12. Excellent organizational and prioritization skills.

**FACTORS IMPORTANT TO SUCCESSFUL PERFORMANCE OF POSITION:**

Problem solving	Interpersonal skills
Analytical ability	Materials development
Communication skills	Change Management

The Auditor must be capable of communicating effectively with all levels of staff, analysts, and management in written and verbal format. Must have the ability to solve problems and work independently. Actively seeks input from team members on effectiveness. Builds consensus and is open to opposing views. Pursues continual improvement and excellence in every detail. Understands the potential issues involved in change within an organization and has the skills to adjust to the changing work environment.

**PHYSICAL DEMANDS OF POSITION:**

Standing/Sitting	98% of time	Auditing claims
Walking	2% of time	Walk to reference and supply area.
Lifting/Carrying 10 lbs.	<1% of time	Moving files.
Climbing/Balancing/ Stooping/Kneeling	<1% of time	Pull files from file room

Reaching/Handling	100% of time	Reaching for files on desk, placing data in file order, placing/removing staples.
Speaking/Hearing	25% of time	Conversations to secure and give information.
Seeing	100% of time	Reviewing data from charges and medical records.
Color Vision	75% of time	Mail tags, form colors, clips and coding.

NOTE: Applicants who need accommodation for an interview or job testing, please request this in advance to the Human Resources Department.