



HEALTHSMART

MANAGEMENT SERVICES ORGANIZATION, INC.

POSITION: Encounter Analyst

GENERAL SUMMARY:

The Encounter Team is responsible for ensuring that services provided to health plan members are received and submitted to regulatory agencies and stakeholders in accordance with governance standards. All data received by the Encounter Team are captured, tracked, analyzed, process corrected, and reported. The Encounter Team is also responsible for communication with health plans, vendors, and providers on results and assisting with collection and submission. Encounter data is essential to the operations of an organization and must be processed with a consistent standard in accordance with CMS, DHCS, and other regulatory standards.

QUALIFICATIONS:

- A strong understanding of the encounter process for CA. DHCS, CMS rules/regulations
- Working knowledge of EDI files including: 837P, 837I, 277CA, 999
- Ability to perform Ad-Hoc queries and data transformation for reporting
- Proficient with developing SQL procedures in SQLServer
- Knowledge of medical terminology, diagnosis and procedure codes, pricing, and provider contracts
- Detailed oriented
- Highly organized and able to work independently
- Strong computer skills including solid working knowledge of Microsoft Office.
- Excellent verbal and written communication skills
- B.S. Degree is required in computer science, healthcare management or equivalent.

SKILLS/REQUIREMENTS

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage encounter inbound and outbound including submissions and responses files.
- Analyze, research pended and denied encounters, summarize root causes and communicate results to stakeholder
- Document all research of encounter pends and denials in established database(s)

- Create/manage Performance Report Cards for all submitters
- Measure and report KPIs for submissions performance to Health Plans
- Maintain accurate logs of files received, processed, and notification provided
- Adaptable to process improvement to support emerging business strategies
- Experience with PGP encryption and SFTP upload/download
- Communicate with and provide clear, detailed, effective documentation to other departments within the organization on issues causing encounter pends/denials and potential solutions
- Communicate regularly with management on issues discovered through research efforts
- Handle reversals/ recouments resulting from pended and denied encounters
- Assist Encounter Manager in producing monthly summary reports identifying adjudication errors
- Keep up to date on current claims processing procedures and guidelines.

CORPORATE INTEGRITY:

Here's a general corporate integrity statement... may need to be revised specific to HSMSO.

- Understands and abides by all departmental policies and procedures as well as the organization's Corporate Compliance Program
- Attends mandatory Corporate Compliance Program education sessions, as required for this position, including the annual mandatory Standards of Conduct class
- Actively participates in ensuring that all state and federal rules and regulations are followed as they apply to position
- Abides by all applicable laws and regulations as mandated by state and federal laws and prevents being excluded or sanctioned from any state and/or federal programs as they pertain to healthcare
- Attend all company-mandated training