

CLAIMS MANAGER

Full-time position with generous benefits	Telecommuting option for candidates in California	Work as part of an energetic team
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The Claims Manager manages the functional operation of assigned claims activities. This includes claims processing, claims adjudication, and/or quality assurance. They are part of a 42-person unit in the larger Claims Department at [Health Plan of San Mateo \(HPSM\)](#), a County-funded nonprofit founded in 1987.

Position overview

- Accomplish staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and implementing corrective action steps when necessary; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards. Complete performance evaluations in a timely manner.
- Develop strategies and schedules for meeting stated goals.
- Continuously monitor and evaluate unit performance and take steps to improve the efficiency and quality of unit operations.
- Create and update unit procedures, workflows, and resource material.
- Effectively implement and maintain processes and workflows to meet the needs of internal and external customers.
- Implement necessary policy and regulatory changes.
- As required, develop and manage auditing and quality control processes.
- Be available as a resource and functional area expert to other HPSM employees.
- Analyze new or updated regulations, laws and contract language and implement appropriate changes to internal policies, procedures and workflows.

Requirements

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

Education and experience

- Bachelor's degree in business, finance or related field.
- Five (5) years of claims management experience with at least two (2) years in a supervisory role.

Knowledge of:

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, and PowerPoint.
- Medi-Cal and Medicare programs.
- Supervisory principles and practices as well as techniques and methods to organize and manage direct reports.

Ability to:

- Manage multiple priorities of a complex nature and meet deadlines.
- Motivate, guide and lead staff to excellence.
- Communicate effectively, verbally and in writing.
- Analyze and problem solve, making good decisions.
- Provide excellent customer service.
- Work cooperatively with others.
- Work as part of a team and support team decisions.
- Communicate effectively, both verbally and in writing.
- Adapt to changes in requirements/priorities for daily and specialized tasks

Salary and benefits

The starting salary range depends on the candidate's work experience.

Excellent benefits package includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation on top of salary)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Alternative work schedule options (e.g., 4/10)
- Tuition reimbursement plan for job-related educational courses (such as a medical or dental claims coding certificate)
- Employee wellness program

To apply, submit a resume and cover letter with salary expectations to careers@hpsm.org. Submissions without a cover letter and salary expectations may not be considered.

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 140,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.