Claims Recovery Manager

Only open to candidates residing in California	Opportunity to make a difference in your community	Position not eligible for sponsorship

General Description

The Claims Recovery Manager is responsible for leading and managing HPSM's Claims recovery unit in achieving the strategic and operational objectives of the department. This role manages HPSM's recovery staff, relationships with HPSM's cost containment vendors and oversees all recovery efforts including pursuing and monitoring overpayments and enhancing controls to improve payment accuracy.

Duties & Responsibilities

Essential Functions:

- 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.
- Establish, implement, and monitor operational objectives for the recovery unit.
- Provide developmental and training opportunities for team members.
- Develop applicable policies and procedures for the Claims Recovery Unit
- Track and trend outstanding recoveries.
- Continuously monitor and evaluate unit performance and take steps to improve the efficiency and quality of unit operations.
- Manage relationships with external recovery vendors HPSM has partnered with to supplemental internal recovery and payment accuracy efforts.
- Continuously assess recovery vendors and HPSM's cost containment program and drive improvements as opportunities are identified.
- Maintain key performance measures instituting corrective actions where HPSM's objectives are not met.
- Monitor HPSM's outstanding recoveries working both internally and externally to recoup overpayments.

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

Education and Experience equivalent to:

- At least five years of claims recovery experience in a Managed Care setting.
- At least two years of supervisory/management experience.
- Bachelor's degree in business, finance or related field, or equivalent experience or education.

Knowledge of:

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, and PowerPoint.
- Supervisory principles and practices as well as techniques and methods to organize and manage direct reports
- Medicare/Medicaid claims payment policy
- Claims payment cycle and processing
- Training and staff development
- Managed care payment systems

Ability to:

- Adapt to changes in requirements/priorities for daily and specialized tasks.
- Motivate, guide and lead staff to accomplish goals and maintain a high level of quality.
- Communicate effectively, both verbally and in writing.
- Analyze, problem solve, and execute changes.
- Provide excellent customer service.
- Work in collaboration with others to achieve goals.
- Manage vendor relationships.

Salary and benefits

The starting salary range is $89,554 - $118,659 per year, depending 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)
- 13 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply, submit a resume to careers@hpsm.org.