

Provider Data Coordinator

6 Month Assignment

Only open to candidates residing in California	Opportunity to make a difference in your community	Position not eligible for sponsorship
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Serve as the data specialist for HPSM provider network data for process improvements and data administration. This role will be responsible for 3 major areas: Data administration, data quality assurance, and communication/collaboration with the Provider Services team as it related to provider data.

Position overview

Data administration:

- Perform support tasks in provider data management such as receiving and processing requests for provider demographic data updates in a timely manner. This includes changes received via mail, fax, electronic or any other sources
- Coordinate with different departments to gather provider data and facilitate provider set up in our enterprise data systems
- Facilitate and assist with provider Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) set-up requests and changes; coordinate with other departments to troubleshoot provider issues related to EFT/ERA
- Assist with Provider claims processing issues related to system configuration
- Maintain knowledge of multiple provider databases.

Data quality assurance

- Review documents and reports for accuracy
- Maintain accuracy of the provider network database and support other departments with necessary provider updates
- Research and facilitate resolution of issues related to provider data, such as returned checks, provider addresses, and other provider services related issues
- Collaborate and communicate possible data issues to appropriate departments
- Assists with special projects as needed to ensure provider data is complete and accurate

Communication/Collaboration

- Respond to inquiries and issues related to provider data coming directly from providers and if escalation is needed, redirect providers to appropriate departments
- Assist with administrative support which includes screening and researching incoming provider requests via multiples communication platforms.
- Perform calls to provider offices to verify provider data accuracy and/or collect information as needed

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

- An Associates degree or equivalent education, training or experience is required.
- A minimum 2 years' experience working in a health care setting or with health care data
- Project management experience or experience supporting program/ projects is preferred
- Experience working in a provider setting is a plus

Knowledge of:

- Microsoft Office suites, knowledge of Excel (required)
- Process improvement principles (required)
- User experience design (preferred)
- Provider directories or provider network data (preferred)

Ability to:

- Coordinate and research issues to assist with process improvement of data infrastructure to support higher-quality provider data
- Translate business needs into specific data parameters to support analysis
- Perform multiple projects efficiently and with limited oversight, reprioritizing as appropriate
- Keep provider data sources up to date, processing provider data changes in a timely and accurate manner
- Establish and maintain cooperative working relationships across departments and with providers
- Communicate effectively, verbally and in writing

Salary and benefits

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

This position does not qualify for benefits. Temporary positions receive 24 hours of sick time per year.

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

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