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# Example of Appeals Coordinator Job Description

Our innovative and growing company is looking to fill the role of appeals coordinator. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for appeals coordinator

* Generally works on issues that are of a complex nature
* Serves as an internal resource for lower level behavioral health appeal coordinators and staff
* Documents and logs information on tracking systems and mainframe systems
* Generates appropriate written correspondence to providers, members, and regulatory entities
* Participates in projects impacting development, interpretation, and implementation of medical policy or other managed care initiatives
* May confer with medical directors, Centralized Clinical Team Manager(s), pre-service coordinators, inpatient care coordinators, and SNF Care coordinators in determining denial information is processed timely and appropriately
* Maintains a daily activity tracker to monitor workload and submits weekly to Denial Team Lead and/or Denial Team Manager
* Coordinate /mails/faxes denial letters when indicated
* Participates in projects impacting development, interpretation, and implementation of medical policy or other managed care initiative
* If you are 50 miles to this office, will be required to work on-site

## Qualifications for appeals coordinator

* Requires an MS in social work, RN or degree in a related behavioral health field
* Four years of experience in a managed care/healthcare setting
* Current active unrestricted license in CA such as a Licensed Clinical Social Worker, Marriage and Family Therapist, Clinical Psychologist, Licensed Professional Counselor or RN
* Self-starter with the ability to prioritize daily work load
* 1+ years practical work experience in a claims, customer service, or data entry position
* Enters denials and requests for appeal into information system and prepares documentation for further review