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# Example of Appeals Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of appeals manager. 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 manager

* Sets team direction, resolves issues and provides guidance to team ensuring policy and procedures are appropriately followed
* Collaborates cross-functionally with key business stakeholders to meet service level agreements, resolve issues, and partner on improvement opportunities
* Identifies and implements quality and process improvements to maximize efficiencies
* Monitors, trends and analyzes grievance denials, and appeals data for submission to appropriate parties
* Serves as clinical resource expert and mentor to unit and other departments for complex issues and interpretation of regulatory standards
* May perform internal audits of grievance, denials, and appeals process
* Performs internal audits of grievance, denials, and appeals process
* Reviews prospective or retrospective medical records of denied services for medical necessity
* Serves as subject matter expert for team and works on projects impacting development, interpretation, and implementation of medical policy or other managed care initiatives that may cross functional lines or sta
* Manage daily activities and inventory related to SSC Appeals function, ensuring processes are performed accurately, efficiently and effectively within all established operational and SOX guidelines

## Qualifications for appeals manager

* Medical management process
* Company's internal business processes
* Microsoft Office Products (Word, Excel, and Outlook)
* Minimum of five years’ recent acute care experience with medical-surgical/critical care preferred
* Utilization and/or Case Management experience recommended
* Comprehensive knowledge and application of InterQual® preferred