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# Example of Appeals Manager Job Description

Our company is looking to fill the role 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

* Conducts Case Management compliance trend analyses from system reports, identifies gaps, and develops program components to mitigate identified gaps
* Conducts appeal and denial reviews and trend analysis from various sources, such as audit reports, RAC/MAC trackers, and other appeal and denial information to assist in revising the appeal and denial processes to ensure optimum patient outcomes with appropriate utilization of services
* Provides ongoing evaluation and assessment of Facility practices and industry changes to ensure the enterprise remains current in processes related to appeals and denials
* Partners with Division Managed Care Department to engage with different payors to provide feedback regarding trends and issues
* Engages with individual facilities to identify unique concerns and assists with development of action plans
* Conducts ongoing research to remain current in evidence-based best practices
* Maintains and articulates current knowledge and understanding of all corporate policies and procedures related to job function
* Oversees the unit and staff members reviewing disability and workers compensation claims
* Makes recommendations on training needs
* Ensures effective process management

## Qualifications for appeals manager

* Demonstrated knowledge of and practical application of Conflict Resolution methods
* Experience in customer service (1 year)
* Experience in marketing and outreach 1 year)
* Four years of supervisory experience or prior experience supervising a student workforce in a higher education setting
* Experience in organizing works activities and people
* Evidence of effective verbal and written communication skills (i.e., accurate grammar and spelling)