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# Example of Claims Operations Job Description

Our innovative and growing company is looking for a claims operations. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for claims operations

* Prepare meeting material for global claims leadership team through collaboration with the Global Claims Insight Center, business research team and others in conjunction with independent due diligence
* Assist in the creation of high quality presentation material, marketing collateral, carrier and / or client facing material and other documents for Global Claims leadership team to include formatting, graphics, content peer review, appropriate Aon branding
* Contribute to the development of claims related insight for clients, carriers and colleagues
* Manage the escalation and resolution process with external vendors to ensure appropriate turnaround times
* Knowledge of general healthcare industry procedures
* Extensive knowledge of client-specific metrics and performance goals
* Understanding of key drivers of that affect performance across Claims and Contact Center to bring improvements to the overall customer Experience
* Execute project deliverables to achieve budget targets, managing people, P&L, and customer service and satisfaction levels
* Workforce planning and people management regarding workload, transitions, and other client requirements
* Comfortable being hands on building new technologies, new business processes, and new operational support materials

## Qualifications for claims operations

* Delivery orientated with the ability to meet challenging deadlines on a regular basis
* Bachelor degree in accounting, finance or other related field required
* Possesses specialized industry knowledge (Medicaid, Managed Care, claims, encounter data)
* Demonstrated high level of expertise with Medicaid regulations
* Ability to understand claims adjudication, systems and reporting
* Knowledge of claims pricing/reimbursement, claims, systems and refunds