



# Example of Appeals Analyst Job Description

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Our growing company is hiring for an appeals analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for appeals analyst

- Performs appropriate follow up with Payer and gains commitment for payment
- Escalates Payer lack of response and/or lack of payment within Payer organization as appropriate
- Serves as a subject matter expert in Payer contract dispute resolution process
- Serving as a Subject Matter Expert of the Grievance and Appeals process and represents the highest level of expertise that is required to respond to regulators, media inquiries, member and provider issues escalated to the Executive Leadership Team (ELT) and regulatory agencies
- Collaborate and work with Member Experience and other Intra Departmental areas to improve processes and correct deficiencies
- Participate in research and validation of Audits including Regulatory, Accreditation, Group among other Audit requests as needed
- Will participate in system testing as needed for new systems, updates and/or enhancements
- Training of new systems and processes as required
- Responsible for supporting the processing of Appeals and Grievances for multiple lines of business, including reviewing, analyzing and processing complex pre-service and post-service grievances and appeals requests in the Enterprise Grievance and Appeals Department and the completion of written communication documents to convey the determination
- Perform and validate claim level denial and appeal inventory

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- Stays current with press releases, emails, and other forms of communications relaying initiatives, contracting issues, Plan wide concerns
  - Undergraduate degree or high school diploma/GED
  - 2+ year experience as a Resolution Analyst processing appeals and grievances using ETS for Community & State for both member and provider
  - 2+ years processing both Medical and Hospital claims using CSP Facets
  - Entry level experience writing new operating procedures from process flow maps, requirement descriptions, or existing process guidelines
  - Intermediate to advanced skills with MS Word, Excel, Outlook, SharePoint(TeamTrack), and PowerPoint