Example of Claims Operations Job Description

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Our company is growing rapidly and is looking to fill the role of claims operations. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for claims operations

- Conduct regular meetings with all WorkStream leads across the Polaris program on progress and strategy
- Conduct weekly and / or biweekly meetings with all Product Owners related to specific efforts on project status
- Lead strategy assessment, development and/or revision for specific project elements
- Serve as a primary resource and subject matter expert related to Claim Domain project efforts
- Assist in the development and training of any required procedures and policies to ensure understanding in project business requirements across Operations
- Support Claim Domain efforts around strategy meetings, agenda development, meeting & materials preparation, presentation development
- Monitor issues and risks- develop contingency or mitigation plans
- Provide weekly project status reporting
- Assist in process flow mapping as the Product Owner
- Utilize Agile and Lean processes in the Project Management and Program Management process

Qualifications for claims operations

- Working knowledge and/or certification in medical terminology, CPT-4 and ICD-9/10, preferred

experience working with data and work flows/logistics
- Understanding of medical record review processes and coding desirable (credentials a plus)
- Solid understanding of informational systems
- Understanding of and experience with relational databases (SQL) is a plus
- Displays planning and organizational skills by establishing plans of action for each engagement and delegating assignments appropriately based on individuals' abilities (Works with the Senior Manager to review, correct, and provide direction to ensure proper completion of work)