



Example of Resolution Analyst Job Description

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Our company is looking for a resolution analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for resolution analyst

- Resolve invoice issues or route contract issue to appropriate department
- Assist with customer inquiries relating to payment claims, billing issues, providing constructive feedback to internal and external customers
- Support month end close activities including cash applications as needed
- Support internal and external audits gathering data as needed
- Investigates, researches and facilitates the resolution of claims issues, including incorrectly paid claims, by working with multiple operational departments and analyzing the systems and processes involved in member enrollment, provider data/information management, benefits configuration and/or claims processing
- Assists in the reviews of provider relations and state complaints related to claims
- Helps submit CQ/RTC requests to have claims fixed
- Interacts with the provider relations team to regularly manage customer expectations, communicate risks and status updates, and ensure issues are fully resolved
- Educate on proper billing/give recommendations to provider relations reps on how to educate providers
- Shares details with corporate, gives corporate instructions on how to process and/or gain access to WGS system to configure, manually override or update pricing based on claims issues after receiving leadership approval

Qualifications for resolution analyst

- Three to five years of experience in the Trust, Technology or Investment industry
- Thorough knowledge of Trust operations functions, processing systems, securities industry rules and regulations and procedures for the assigned areas
- Basic word processing, spreadsheet and database management skills
- Proven client service, problem-solving and organizational skills
- Five or more years of experience in the Trust, Technology or Investment industry