



Example of Resolution Analyst Job Description

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Our growing company is looking for a resolution analyst. 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 resolution analyst

- Work with corporate on user testing as needed before payment configuration goes live
- Attends all Reimbursement Policy meetings and provides feedback on behalf of the health plan based on contractual requirements/market feedback
- Access to PDM data warehouse to configure, load, and fix provider data as needed
- Work with corporate PDM for specific market tasks, research and develop solutions to fix problems given by provider relations/provider network if barriers exist
- Responsible for preparing timely reconciliation & review of all B2P related accounts such as GR/IR, AP Liability and other exceptional accounts
- Perform regular self-audit and execute on correction actions
- Contact person for business operational team in terms of resolving any complex closing issues with invoices and payments, investigate and resolve deficiencies with suppliers or internal parties
- Investigate and summarize the history of each case, determining the root cause of any error or complaint, any contributory factors
- Develop expertise on, and determine viable solutions, for assets subject to contract obligation disputes with consideration for the customer experience, financial and operational implications
- Works on assignments where considerable judgement and initiative are required in resolving problems and making choices, recommendations, or

Qualifications for resolution analyst

- One-two year minimum TPA/PPO experience, with emphasis in claims, fee schedules and contracting
- Medical or Coding terminology
- Must be proficient in Excel, Word, Outlook, with the ability to learn new application as needed
- Must be able to develop and foster productive working relationships with provider office and clients through ongoing communications by means of phone, email, facsimile, or as necessary
- Self-motivated, goal oriented, and has the ability to work independently
- Strong verbal and written communication, time management, problem solving, organizational, and analytical skills required