

## Grievance and Appeals Coordinator

<b>Only open to candidates residing in California</b>	<b>Opportunity to make a difference in your community</b>	<b>Position not eligible for sponsorship</b>
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### **General Description**

As a Grievance and Appeals Specialist, you will implement HPSM's Grievance and Appeals processes by resolving complaints filed by HPSM members and their representatives. Additionally, you will provide backup support to Member Services and CareAdvantage units, ensuring that our members' concerns are addressed promptly and effectively.

### **Duties & Responsibilities**

#### **Essential Functions:**

- Research and resolve member complaints for all lines of business, maintaining compliance with HPSM's Grievance and Appeals policies and procedures.
- Manage grievance and appeals case files in HPSM's database, ensuring accurate and up-to-date records.
- Communicate effectively with members and providers both verbally and in writing.
- Prepare clear and grammatically correct summaries and resolution letters for members, outlining steps taken to address complaints.
- Attend and present cases at bi-weekly Staff Grievance and Appeals Committee meetings.
- Prepare files for appeals to regulatory agencies, staying current with all applicable regulatory requirements.
- Provide necessary coverage in call centers for Member Services and CareAdvantage as needed.

### **Requirements**

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

#### **Education and experience**

- Associate's degree in health, business, social sciences, or humanities preferred.
- Two (2) years of experience working with Medi-Cal or Medicare in a managed care environment, with a focus on grievance and appeals processing.
- Previous work experience in a call center, claims department, or other customer service position required.

#### **Knowledge of:**

- Proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access, and PowerPoint.
- Familiarity with Medicare, Medi-Cal, Managed Care, and medical terminology preferred.

#### **Skills and Abilities:**

- Strong communication skills, both verbal and written.
- Ability to summarize information clearly, thoroughly, and quickly in writing.
- Exceptional customer service skills, especially when dealing with difficult situations.
- Sound judgment and problem-solving skills, with the ability to collaborate with multiple parties to develop appropriate solutions.

### **Salary and benefits**

**The starting salary range** is \$26.73 - \$34.75, depending on the candidate's work experience.

**Excellent benefits package** includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

**To apply, submit a resume to [careers@hpsm.org](mailto:careers@hpsm.org).**

*It is HPSM's policy to provide equal employment opportunity for all applicants and employees. HPSM does not unlawfully discriminate based on race, religion, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, sexual orientation, veteran status, registered domestic partner status, genetic information, gender, gender identity, gender expression, or any other characteristic protected by applicable federal, state, or local law. HPSM also prohibits discrimination based on the perception that an applicant or employee has any of those characteristics or is associated with a person who has or is perceived to have any of those characteristics.*