



Marshfield Clinic
HEALTH SYSTEM

JOB DESCRIPTION

POSITION TITLE: Director of Claims - SHP

POSITION NO: 1092

JOB SUMMARY

The Director of Claims - SHP works directly with the Vice President of Operations to accomplish the goals and objectives approved by Security Health Plan's (SHP) Board. Provides overall leadership, direction and successfully manages the financial and operational aspects of claims operations, including managing the overall quality and cost of services provided to members and other stakeholders for all product lines – Government, Commercial, Self-funded. The Director of Claims -SHP will provide strategic planning and tactical activities supporting SHP annual objectives, strategic directions and goals.

ESSENTIAL JOB FUNCTIONS

1. Accounts for designated areas of operations to meet stated goals, strategic directions and objectives for Security Health Plan's (SHP) continued growth.
2. Develops direct reports through leadership and the implementation of recruiting, training and retention strategies so Triple Aim outcomes are achieved.
3. Provides leadership and has a working knowledge of operational departments in order to
4. maximize development, implementation and continuous process improvement and organizational effectiveness.
5. Works with Security Health Plan staff in a team environment to ensure products and stakeholder contracts are configured correctly so that operational requirements are met timely and accurately.
6. Collaborates with the Vice President of Operations-SHP so the business and information systems can continually improve efficiencies of operational processes and systems through which work is completed.
7. Manages or prepares annual budgets, in conjunction with the Vice President of Operations, to
8. ensure operational budgets are within the established parameters.
9. Ensures a climate of inter-departmental collaboration across the organization and fosters an environment of teamwork across functional areas of operations to meet compliance and performance measures.
10. Provides leadership and strategic support to managers so policy decisions are followed and effectively communicated to staff.
11. Manages the claim processing lifecycle to enforce the appropriate claims aging and inventory control processes to comply with federal and state requirements.
12. Provides overall product management of Security Health Plan (SHP) claims to ensure compliance and accuracy of claims and benefit processing.
13. Serves as an Educator on provider arrangements and claim processing to internal claims staff, providers, internal and external auditors, or other health plan staff for appropriate claim administration.

- 14. Regular attendance is required in order to carry out the essential functions of the position.
- 15. Reviews and meets ongoing competency requirements of the role to maintain the skills, knowledge and abilities to perform, within scope, role specific functions.

ADDITIONAL DUTIES

- 1. Other duties as assigned.

JOB QUALIFICATIONS

EDUCATION

For positions requiring education beyond a high school diploma or equivalent, educational qualifications must be from an institution whose accreditation is recognized by the Council for Higher Education and Accreditation.

Minimum Required: Bachelor’s degree in Business, Finance, Information Systems, Accounting or related field.

Preferred/Optional: Master’s degree in Business or Healthcare Administration and knowledge of managed care and HMO administration.

EXPERIENCE

Minimum Required: Ten years’ experience in health insurance, HMO, medical group practice or comparable environment. Knowledge and/or experience with respect to claim coding, medical terminology, reimbursement issues, payment methodologies and provider issues. Five years of management experience.

Preferred/Optional: None

CERTIFICATIONS/LICENSES

The following licensure(s), certification(s), registration(s), etc., are required for this position. Licenses with restrictions are subject to review to determine if restrictions are substantially related to the position.

Minimum Required: None

Preferred/Optional: None

PATIENT POPULATIONS SERVED

Individuals hired are expected to serve patients of different ages, backgrounds, etc. When performing the essential functions of the role, the individual must identify the patient age group to be served and apply the appropriate care based on the patient’s age and background. The hiring manager is responsible for communicating the patient population generally encountered in the role and is responsible for ensuring the appropriate cultural, age and related training needed to serve the patient populations.

Check appropriate patient age group(s) served or select “Not Applicable”						
<input type="checkbox"/> Infant	<input type="checkbox"/> Toddler	<input type="checkbox"/> Child	<input type="checkbox"/> Adolescent	<input type="checkbox"/> Adult	<input type="checkbox"/> Older Adult	<input checked="" type="checkbox"/> Not Applicable

EXCLUSION FROM FEDERAL PROGRAMS

Employee may not at any time have been or be excluded from participation in any federally funded program, including Medicare and Medicaid. This is a condition of employment. Employee must immediately notify their manager or the Clinic’s Compliance Officer if they are threatened with exclusion or becomes excluded from any federally funded program.

ORGANIZATIONAL COMPETENCIES

- Patient Centered
- Trust
- Teamwork
- Excellence
- Affordability

SPECIAL FACTORS				
Expected Travel and Shift Factors of the Role	Expected Frequency Individual Will Be Requested of Travel and Shift Factors in the Role			
	Frequently Required	Occasionally Required	Seldom Required	Unlikely
Day travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overnight travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-call shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Holiday shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>All employees’ hours are scheduled according to the needs of the department. Occasional changes to Scheduled hours may be necessary when required by workload or departmental deadlines. May require additional hours based on workload, low staffing or emergency situations.</i>				

PHYSICAL DEMANDS					
Expected Physical Demands of the Role	Expected Frequency Individual Will Perform the Physical Demands in the Role				
	Continuously (67 – 100%) Greater than 5 hours of 8 hour work day	Frequently (34 – 66%) 2 ½ to 5 hours of 8 hour work day	Occasionally (11 – 33%) 50 minutes to 2 ½ hours of 8 hour work day	Seldom (0 – 10%) Less than 50 minutes of 8 hour work day	Not Present
Bend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grasp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift and carry 10 pounds or less for a short distance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift and carry less than 35 pounds for a short distance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift greater than 35 pounds utilizing mechanical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

systems or with additional personnel					
Pivot waist and neck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push and pull 50 pounds or less	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Push and pull greater than 50 pounds utilizing mechanical systems or with additional personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach less than 5 feet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach higher than 5 feet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sit with back support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit without back support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand Unsupported	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wrist flexion/extension	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

All employees are required to utilize proper body mechanics, lifting and moving techniques and/or request assistance from additional staff before attempting to lift any weight outside of their physical capabilities and/or provider ordered restrictions. Actual weight(s) of individuals or items to be lifted vary substantially and must be carefully assessed by staff before attempting a lift to minimize the risk of employee injuries and ensure patient safety.

Hearing and Vision	Requirement	Not a Requirement
Normal vision with/without correction	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Color vision	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Normal hearing with/without correction	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ENVIRONMENTAL FACTORS					
Expected Environmental Factors of the Role	Expected Frequency Individual Will Be Exposed to Environmental Factors Demands in the Role				
	Continuously (67 – 100%) <i>Greater than 5 hours of 8 hour work day</i>	Frequently (34 – 66%) <i>2 ½ to 5 hours of 8 hour work day</i>	Occasionally (11 – 33%) <i>50 minutes to 2 ½ hours of 8 hour work day</i>	Seldom (0 – 10%) <i>Less than 50 minutes of 8 hour work day</i>	Not Present
Works indoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Uses a computer monitor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works alone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works with others	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works at unprotected heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Works with explosives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to biological agents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Exposure to dust, fumes, smoke, gases, odors, mists or other irritating particles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to excessive noises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to extreme hot or cold temperature and/or changes in humidity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to radiation or electrical energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to slippery or uneven walking surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to solvents, grease or oils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to toxic or caustic chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Around moving machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operates moving machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other special conditions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>All employees are required to appropriately dress is based on the area the position resides in and must follow the Marshfield Clinic Health System Personal Appearance (Dress Code) policy and other applicable departmental policies.</i>					

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and additional job functions include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

CREATED BY: Chief Operating Officer-SHP & SAS

DATE MODIFIED: 08/09/2023