

JOB TITLE: Quality Assurance Analyst

SUMMARY:

Perform letter and call audits along with review of monthly workload reports and provide results to the COB&R contractors and CMS. Review validation requests made by CMS and interpret analyses and provide recommendations for process improvements.

RESPONSIBILITIES AND DUTIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- ❖ Performs internal and external audits on project related activities. This can include, but is not limited to, audits of correspondence letters, case details including claim relatedness, Call Center calls, and preparation of reports.
- ❖ Contact contractors for additional information to further analyze and understand the basis of the data that is being reported.
- ❖ Responsible for implementing and adherence to Standard Operating Procedures (SOPs).
- ❖ Monitors and summarizes the contractors' monthly reporting of their processing of incoming data and subsequent outgoing responses by reviewing and analyzing reports to monitor quality of data submissions by contractors.
- ❖ Communicates with contractors and external customers as necessary to identify and to resolve quality issues.
- ❖ Interacts with the appropriate entities as necessary to report problems, detect and track correction of those problems.
- ❖ Identifies, records, tracks, and recognizes recurring problems.
- ❖ Perform quarterly internal MSPIC project audits.
- ❖ Perform CMMI organizational audits.

QUALIFICATIONS:

- ❖ Bachelor's degree (B.S.) and nine years in a similar role or equivalent education/experience in a related field
- ❖ Knowledge of Medicare, Medicare Secondary Payer, and/or Medicare Coordination of Benefits preferred
- ❖ Ability to work in a virtual environment
- ❖ Ability to comprehend complex system
- ❖ Current knowledge (or ability to attain) of project related policies, procedures, and systems
- ❖ Proven ability to handle multiple projects and meet deadlines
- ❖ Good judgment with the ability to make timely and sound decisions
- ❖ Excellent communication, problem solving, and customer service skills
- ❖ Commitment to excellence and high standards; acute attention to detail

- ❖ Strong interpersonal skills
- ❖ Ability to communicate effectively
- ❖ Ability to deal effectively with a diversity of individuals at all organizational levels.
- ❖ Ability to manage priorities and workflow
- ❖ Versatility, flexibility, and willingness to work within constantly changing priorities with enthusiasm
- ❖ Creative, flexible, and innovative team player
- ❖ Proficient in MS Office software

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