

**JOB TITLE:** Quality Assurance Analyst – Medicare Appeals

**SUMMARY:**

Perform evaluations of Medicare Fee-For-Service (FFS) Medicare Administrative Contractors (MACs) redeterminations; Medicare FFS, Part D and Part C Qualified Independent Contractors (QICs) operations and decisions; Medicare FFS, Part D and Part C Decision Letters, and Part C and Part D IRE database reviews, to determine the MAC and QIC adherence with their task order statement of work in accordance with CMS rules, regulations and policy guidance.

**RESPONSIBILITIES AND DUTIES:**

- Attend Pre-Audit Training at the QICs that includes discussion of lessons learned, changes, common challenges and what to expect during the audit process
- Perform on-site and/or remote evaluations not less than one business week in length at each of the FFS, Part C and Part D QICs
- Perform remote audits of the FFS MACs redetermination case files
- Evaluate the QIC reconsideration decisions to determine quality, accuracy, consistency and timeliness
- Evaluate the MAC redetermination decisions to determine quality, accuracy and consistency
- Verify an adequate rationale for the decision is provided by the QIC and MAC
- Evaluate all types of cases within the IRE databases based on requirements within the Part C and Part D QIC's SOW task orders, as well as any additional requirements supplied by CMS for consistency, accuracy and timeliness
- Attend required meetings and workgroups as needed to discuss procedural changes, share trends, review information on specific case files, and discuss issues or questions
- Utilize encrypted storage devices (e.g., CDs, flash drive, networks) that contain case file documentation
- Utilize a modular application tool to document detailed evaluation finding
- Meet productivity and quality assurance standards

**QUALIFICATIONS:**

- Bachelor's Degree or equivalent, related work experience
- Two (2) or more years of Medicare Appeals experience
- Quality assurance experience
- Commitment to excellence and high standards
- Excellent written and oral communication skills
- Ability to work with all levels of management
- Strong organizational, problem-solving and analytical skills
- Ability to manage priorities and workflow
- Versatility, flexibility, and willingness to work within constantly changing priorities
- Acute attention to detail
- Proven ability to handle multiple projects and meet deadlines
- Good judgment with the ability to make timely and sound decisions
- Creative, flexible, and innovative team player
- Proficient with Microsoft Office Suite such as SharePoint, Teams, Outlook, Word, and Excel

- A minimum of 10% travel may be required on the East Coast