



Grievance & Appeals Associate

Job Posting

Kalos Health is a regional nonprofit Health Insurance Company that provides health insurance coverage through Kalos Health Managed Long Term Care (MLTC) Plan. The Grievance & Appeals Associate (GAA) will ensure that response to complaints, grievances and appeals is completed in a timely, professional, customer-focused manner.

Responsibilities

- Review and resolve member complaints and appeals which includes communicating the resolution to members or authorized representatives.
- Resolve issues in accordance with standards and requirements by the NYS Department of Health and/or Centers for Medicare and Medicaid.
- Responsible for submission, intervention and resolution of appeals, grievances, and/or complaints.
- Prepare the written communication of the decision in language that is easily understood by the member or their responsible party.
- Maintain grievance and appeal logs in a timely manner for all lines of business. Maintains electronic files of all documentation and appropriate follow up documentation in member and provider memo screens, or other computer system modules or databases as per current workflows.
- Responsible for preparing Initial Adverse Determination, Appeal, Final Adverse Determination and other correspondence to Members.
- Elevate appeals to the Clinical Quality Manager as appropriate and necessary.
- Generate correspondence and ensure timeliness of mailing process in conjunction with medical records and/or other clerical staff.

Qualifications

- Associate's Degree or equivalent combination of education and experience
- Two years of related work experience
- Excellent communication skills, both verbal and written
- Proficiency in MS Office applications, including Word, Excel and Outlook & program software programs
- Exceptional phone etiquette
- Proficient typing skills
- Exceptional attention to detail regarding documentation accuracy and content.

- Ability to multi-task, adapt to changing priorities, manage a diversity of high priority projects in a fast-paced environment.

Work/Skill Experience:

- Preferred applicants will have an administrative support background in a healthcare environment,
- Call Center or face to face customer service experience in a fast-paced setting
- The ability to do web-based research and document interventions in computer system

Kalos Health offers outstanding benefits, including;

- 19 days of paid time off in your first year
- Health Insurance starting on your first day
- Inexpensive insurance options for medical & dental and vision
- Retirement plan
- Birthday gift
- And Much More!!

We offer the opportunity to be part of a very dedicated organization that cares for others. If you enjoy working in healthcare and being part of a great team, we invite you to join us. Please apply online at www.kaloshealth.org. EOE