



Position Title: Value Based Support Specialist
Reports To: Manager, Practice Transformation Services
Division: Q Point
Department: Practice Transformation
Classification: Non-Exempt
Revision Date: December 12, 2018

Position Summary:

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggle with integrating into the tradition one-size-fits-all U.S. healthcare system.

The Value Based Support Specialist is primarily responsible for prepping patient charts, and auditing patient charts to insure that providers and staff members are performing expected quality improvement activities.

Responsibilities:

- Utilize the Quality Measures Tool (QMT) to accurately prep patient charts
- Audit patient charts to insure completion of pre-loaded services
- Provide feedback to clients and management on under performing staff members
- Submit attestation to payers on behalf of the practice or client, following all state and federal laws in the process
- Participate in educational activities and attend staff meetings as scheduled or needed
- Follow HIPAA guidelines for handling patient information
- Enter information necessary for insurance claims such as patient, insurance ID, diagnosis and treatment codes and modifiers, and provider information

Required Knowledge, Education & Experience:

- High diploma or GED equivalent
- Minimum one (1) year of experience in directly related position within the healthcare industry
- Proficiency with Microsoft Office applications, with intermediate Excel skills
- Basic knowledge collections processes and healthcare government regulations
- Demonstrated 10-key, data entry and keyboarding skills

Highly Preferred Skills, Abilities & Qualifications:

- Bilingual and able to read, write, and speak Spanish proficiently
- Able to organize and prioritize work and manage multiple priorities with minimum supervision
- Highly organized with strong attention to detail and accuracy
- Working knowledge of CPT and ICD-10-CM codes