



ComplQ Solutions – Career Opportunity

PPO Senior Appeals Representative

Primary Location: Remote – United States
Job Category: PPO Services

PURPOSE and OVERVIEW

ComplQ Solutions is seeking an PPO Senior Appeals Representative. This position is responsible for reviewing, investigating, and completing the resolution of Provider Disputes in writing as set forth in laws pertaining to Preferred Provider Organization (PPO) Enrollees of Provider Disputes.

DUTIES AND RESPONSIBILITIES

- Reviews written dispute requests received from providers of denied or incorrect payments based on contractual arrangements with providers and non-contractual providers. Regarding either Professional or Institutional Claims
- Ability to interpret provider and health plan contracts to ensure accurate payment of claims or denial of services based on the terms of the provider contract and the financial responsibility as set in the health plan contract.
- Adjust claims, as appropriate, including calculation of interest and penalties due when applicable
- Identifies potential issues related to system configuration, benefits, eligibility, authorizations, etc. affecting the Claims Department's ability to process claims accurately and forwarding those issues to the correct internal department, attaching all necessary documentation, to ensure the system is updated, as appropriate and follow-up with these departments
- Plan and organize workload to ensure efficient and compliance resolution of issues
- Communicate to Provider in writing, for all disputes utilizing system formatted letters in a clear and concise manner in accordance with all guidelines set by the department
- Responsible for requesting special check run requests to ensure compliance
- Warning reports are monitored daily to ensure compliance
- Provider education calls completed based on outcomes of PDR
- Maintain minimum standards set for the department for quality and quantity of appeals received
- Update Provider Dispute Database with the outcome resolution of issues as appeals are completed
- Responsible for keeping Leadership aware of potential problem issues for our education to all departments involved with claim issues. Advise management of issues identified which have an impact on accurate processing or system configuration of claims per contracts or guidelines for non-contracted providers.
- Negotiates, executes, reviews, and analyzes bills to settle an appeal
- Any other assigned duties and delegated by the Management

Required Qualifications:



- High school diploma or a general education degree
- 3+ years of experience as a Claims Examiner with PPO experience
- Working knowledge of medical terminology, ICD9, ICD 10, CPT4, HCPCs
- Working knowledge of UB04 and CMS 1500 Forms
- Ability to effectively interpret provider contract language and provisions
- Extensive PPO knowledge

Preferred Qualifications:

- High school diploma or a general education degree
- 3+ years of experience as a Claims Examiner with PPO and HMO experience
- Working knowledge of medical terminology, ICD9, ICD 10, CPT4, HCPCs
- Working knowledge of UB04 and CMS 1500 Forms
- Ability to effectively interpret provider contract language and provisions
- Extensive PPO & HMO knowledge

ABOUT COMPIQ SOLUTIONS

ComplIQ Solutions is a software and full-service provider focusing on the property and casualty medical bill review market. We provide an end-to-end solution for our clients leveraging our proprietary technology and software platforms in the delivery of our solutions and services. We focus our efforts on our three key stakeholders, in this order: 1) Clients; 2) Colleagues; 3) Company.

ComplIQ Solutions provides our full-time team members with the below benefits:

- Fair and Competitive Salary
- Paid Vacation Time
- Medical, Dental, and Vision Insurance
- Short-Term and Long-Term Disability Options
- Company sponsored Life Insurance
- 401k Plan starting in the first month with 4% company match
- Health Spending Account (HSA) and Flexible Spending Account (FSA) Programs

ComplIQ Solutions is an Equal Employment Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.

HOW TO APPLY:

Interested candidates are required to submit an updated cover letter and resume to the ComplIQ Solutions Corporate email box at: ComplIQCorp@ComplIQsolutions.com