

POSITION DESCRIPTION



	<input type="checkbox"/> Reclassification	<input type="checkbox"/> New Position	<input checked="" type="checkbox"/> Update Feb 2023	<input checked="" type="checkbox"/> Position Hyperlinked to Agency Organizational Tree
	USUAL WORKING TITLE OF POSITION Enrollment/Claims/IT Specialist		TITLE OF IMMEDIATE SUPERVISOR Data Systems Manager	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified Grade 2	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit N/A
	NORMAL WORKING HOURS/CONDITIONS (Explain unusual or rotating shift): FROM: 8:00 AM TO: 5:00 PM Travel by automobile may be required on occasion Additional/irregular hours may be required			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	PURPOSE: Performs all duties associated with enrolling clients in county specific benefit plans in the Managed Care Operation (MCO) software. Provides support to the Data Systems Manager and MCO Support Specialist; Manages provider claims including files and manual adjustments and corrections necessary to ensure services are paid according to Board contracted services and specifications.			
POSITION CODE 60019 POSITION TITLE Enrollment/Claims/IT Specialist	Essential Job Functions		Knowledge, Skills & Abilities, Physical Demands	
	1.	Receives and reviews all enrollment applications from the board contracted provider agencies for the MCO software;	High School diploma or equivalent with two plus years' experience in data processing and/or information technology; Understanding of the public Ohio Behavioral Health system (Boards /State Department/provider agencies and billing practices [Managed Care/MITS]) preferred. Quick, accurate data entry skills; Self-starter; Detail oriented; Excellent customer service attitude with good follow-through; Ability to handle multiple priorities; Knowledge of Microsoft Office products.	
	2.	Ensures data for accuracy and completeness requesting clarification and further information from enrolling agencies prior to approval and entering enrollment into the MCO software;		
	3.	Seeks assistance from and provides consultation to Boards regarding enrollments, especially sliding fee scale and residency concerns;		
	4.	Manages member transfer notices between member Boards including reprocessing affected claims if applicable;		
	5.	Processes enrollment waiver requests and all associated member adjustments;		
	6.	Provides support to the Data Systems Manager and MCO Support Specialist;		
	7.	Assists and provides backup to the MCO Support Specialist regarding the support desk for MCO software system for boards and providers;		

<p>8. Performs member changes for and re-adjudicates retroactive Medicaid claims;</p> <p>9. Works claims reports such as potential duplicate clients, Medicaid eligibility, "Orphan" Medicaid, and client demographics;</p> <p>10. Performs requested claims corrections;</p> <p>11. Ensures all work is HIPAA compliant;</p> <p>12. Provides customer service to all boards and providers;</p> <p>13. Assists in promoting cultural & linguistic competence within the Stark County community;</p> <p>14. Must work congenially and cooperatively with co-workers and public;</p> <p>15. Assumes added responsibilities and performs special projects as needed or directed.</p> <p><i>This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Stark County Mental Health & Addiction Recovery and PartnerSolutions. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonable required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.</i></p>		<p style="text-align: center;">PHYSICAL DEMANDS</p> <p>Nature of work requires ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile, and prepare work documents, set-up and maintain work files. Majority of time spent on CRT; Travel by automobile may be required occasionally.</p>
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<p>List Position Numbers & Job Titles of Positions Directly Supervised: None</p>	<p>SIGNATURE OF AGENCY REPRESENTATIVE</p>	<p>DATE</p>
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EMPLOYEE