

Provider Operations Associate

Position Title: Provider Operations Associate
Position Type: Full Time
Location: Westminster, CA or Arcadia, CA
Reports To: Vice President, Community & Provider Development

About Clever Care Health Plan

Clever Care Health Plan is a newly founded Medicare Advantage health plan, will serve Medicare beneficiaries in Southern California. Our employees are passionate in providing the best services to our members and healthcare providers partners. Two office locations are at Arcadia, Los Angeles county and Westminster, Orange county. To learn more, please visit **CleverCareHealthPlan.com**.

Job Summary

Supports the Provider Relations Field Representative to achieve department goals. Responds to customer service and provider relations inquiries from providers and assist with problem resolution of issues. Coordinate's provider submissions to internal departments via required forms.

Responsibilities:

Functions & Job Responsibilities

- Build provider awareness of and engagement with Clever Care Health Plan
- Proactive research and resolution of provider issues including but not limited to claims submission, processing, and payment; contracting details; provider tools; and UM and other protocols.
- Works directly with internal and external partners to collect all required information to ensure correct processing of contracts, amendments, and update requests.
- Works with delegated providers and IPAs to process new provider load requests along with any updates or changes within the group via a roster methodology.
- Performs root cause analysis of delays in provider loading and assists in bringing to resolution.
- Achieves call reach and frequency goals to establish consistent and strong relationship with provider offices.
- Ensure accurate ongoing collection of key provider data element updates and changes.
- Provides oversight on inquires and claims issues and follows up with providers to ensure problems have been resolved.
- Strategizes for membership growth and retention.

- Collaborate with Marketing, Sales, Provider Data, Credentialing, Operations, and other teams to coordinate cross-functional in-market activities.
- Provide high level of customer service.
- Special projects as assigned or directed.

Qualifications:

Education

- Associate degree in a related field

Experience:

- Three (3) or more years of experience in the healthcare industry
- Three years of navigating relationships around providers and insurance networks is preferred.

Skills:

- Demonstrated ability to manage multiple projects and meet deadlines
- Strong communication and presentation skills with ability to effectively communicate with all levels of the organization, internally and externally
- Must be passionate about contributing to an organization focused on continuously improving consumer experiences

What's in it for you?

1. A competitive compensation and benefits program.
2. Generous paid-time-off (PTO).
3. Ten paid holidays per year.
4. Excellent 401k saving plan, employer provides up to 4% match and employer contribution match is 100% immediately vested.
5. A work-life balance and much more!

Please email your resume directly to hr@ccmapd.com

Clever Care Health Plan Inc. is an equal opportunity employer and it is our policy to abide by all federal, state, and local laws prohibiting employment discrimination. All qualified applicants will receive consideration for employment.