

Benefit Coordinator Job Family			
Job Title	Benefit Coord & Recovery Specialist	Benefit C&R Coordinator	Benefit C&R Project Lead
Job Code	MBR051	MBR052	MBR053
Pay Grade	NAGE W50 - Grade 17	NAGE W50 - Grade 42	NAGE W50 - Grade 43
<b>Position Summary</b>	The Benefit Coordination and Recovery Unit (BC&R) within the Center for Health Care Financing conducts business services for the Executive Office of Health and Human Services (EOHHS) to maximize revenue for the Commonwealth of Massachusetts. Our services range from program analysis and consultation to hands-on claims preparation. Our consultants have an extensive understanding of government health financing structures and are well versed in the most current developments in federal, state and local legislation and regulations.	The Benefit Coordination and Recovery Unit (BC&R) within the Center for Health Care Financing conducts business services for the Executive Office of Health and Human Services (EOHHS) to maximize revenue for the Commonwealth of Massachusetts. Our services range from program analysis and consultation to hands-on claims preparation. Our consultants have an extensive understanding of government health financing structures and are well versed in the most current developments in federal, state and local legislation and regulations.	The Benefit Coordination and Recovery Unit (BC&R) within the Center for Health Care Financing conducts business services for the Executive Office of Health and Human Services (EOHHS) to maximize revenue for the Commonwealth of Massachusetts. Our services range from program analysis and consultation to hands-on claims preparation. Our consultants have an extensive understanding of government health financing structures and are well versed in the most current developments in federal, state and local legislation and regulations.
<b>Essential Functions /Scope</b>	<ul style="list-style-type: none"> <li>* Review inputted and other data concerning assigned projects</li> <li>* Provide reports to supervisor, assistant manager or above</li> <li>* Respond to inquiries from EOHHS staff and others concerning assigned projects</li> <li>* Work on revenue management projects</li> <li>* Perform related duties such as maintaining records and preparing reports</li> <li>* Coordinate correspondence, perform data entry, answer basic inquires and perform other general administrative tasks as assigned</li> <li>* Work individually as well as being a team member-</li> <li>* Answer and screen telephone calls, responding proactively to requests for information and routing inquires to the appropriate person</li> <li>* Maintain spreadsheets, data bases and/or systems to track project progress</li> <li>* Work internally to resolve data discrepancies and/or data and documentation for reports and projects</li> <li>* Participate in professional training as well as cross training activities to enhance performance and skill set</li> <li>* Participate in continuous quality improvement initiatives and projects</li> <li>* Foster compliance with state and federal regulations</li> <li>* Preserve confidential, protected health and personally identifiable information and files</li> </ul>	<ul style="list-style-type: none"> <li>* Analyze data and resolve discrepancies internally for assigned projects/reports</li> <li>* Review and may perform, billing, claim generation collection and identification activities</li> <li>* Respond to inquiries from EOHHS and other staff concerning assigned projects</li> <li>* Work on revenue management projects</li> <li>* Develop spreadsheets, data bases and/or systems to track project programs</li> <li>* Perform related duties such as preparing and presenting assigned reports, policy changes, and technical updates to staff frequently an effectively</li> <li>* Work individually as well as being a team member</li> <li>* Research, gather and report upon statistical analysis and data</li> <li>* Assist in cross training opportunities for co-workers and new staff</li> <li>* Participate in quality control measures for both current and future contract obligations with internal and external vendors</li> <li>* Participate in professional training as well as cross training activities to enhance performance and skill set</li> <li>* Participate in continuous quality improvement initiatives and projects</li> <li>* Foster compliance with state and federal regulations</li> <li>* Preserve confidential, protected health and personally identifiable information and files</li> </ul>	<ul style="list-style-type: none"> <li>* Provide staff with guidance regarding policies and procedures</li> <li>* Oversee and manage day-to-day business services and operations of program areas ensuring the provision of professional customer service</li> <li>* Review and analyze data, maintain and update spreadsheets, databases and systems and resolve discrepancies</li> <li>* Provide internal and external customers with professional customer service including responding to and following up on inquiries</li> <li>* Write, review, prepare and maintain business documents including reports, contracts, manuals, procedures and presentations</li> <li>* Participate in professional training and cross-training activities to enhance performance and skills</li> <li>* Participate in continuous quality improvement initiatives and projects</li> <li>* Foster compliance with state and federal rules and regulations</li> <li>* Work independently and as a team member and leader</li> <li>* Preserve confidential, protected health and personally identifiable information and files</li> <li>* Collaborate on initiatives with colleagues, contractors and state and governmental agencies</li> </ul>
<b>Required Qualifications</b>	<ul style="list-style-type: none"> <li>* Associate degree in Finance, Public Administration or Business or equivalent</li> <li>* 2 years experience in finance or public administration</li> <li>* Excellent Customer Service Skills</li> <li>* Ability to communicate effectively in both written and verbal formats</li> <li>* Knowledge of funding and revenue sources for health and human service programs</li> <li>* Working knowledge of Microsoft Office including Word, Power point, Access and Excel Programs</li> <li>* Knowledge of the federal and Massachusetts state regulations associated with federal entitlement and commercial health insurance programs</li> </ul>	<ul style="list-style-type: none"> <li>* Bachelor's degree in Business/Health related discipline or equivalent experience</li> <li>* 3 years experience in accounting, finance or public administration</li> <li>* Knowledge of funding and revenue sources for health and human service programs</li> <li>* Working knowledge of Microsoft Office including Word, Power point, Access and Excel Programs</li> <li>* Ability to communicate effectively in both written and verbal formats</li> <li>* Excellent Customer Service Skills</li> <li>* Knowledge of the federal and Massachusetts state regulations associated with federal entitlement and commercial health insurance programs</li> </ul>	<ul style="list-style-type: none"> <li>* Bachelor's degree in Finance, Public Administration, Business or related field, or equivalent</li> <li>* 4 years' experience in fiscal management, finance, or public administration</li> <li>* Knowledge of funding and revenue sources for health and human service programs</li> <li>* Experience with state and federal information systems such as MA21 and MMIS</li> </ul>
<b>FLSA Status</b>	Non Exempt	Exempt	Exempt
<b>Promotional Process</b>	Requisition	Requisition or In-family Promotion from Benefit Coord & Recovery Specialist	Requisition or In-family Promotion from Benefit C&R Coordinator