

Date: 10/1/2018

Position Title: Provider Service Representative
 Status: Full Time
 FLSA: Hourly
 Reports To: Steven Dozal, Senior Operations Manager
 Office Location: Glendale, CA
 Telecommute: No
 Position:

Company Overview: Health Data Vision, Inc. (HDVI) is a healthcare software company that is disrupting the medical record retrieval and review (MRR) industry. We provide Medicare Advantage, Medicaid and Commercial ACA health plans with an enterprise-grade, Software-as-a-Service (SaaS) platform for Risk Adjustment, Quality Improvement, and Audit initiatives. HDVI's powerful Medical Record Collection System (MRCS) enables customers to address these requirements and optionally license the platform for their in-house team to use for chart retrieval, coding/abstracting, and analytics. Alternatively, they can outsource their projects to HDVI completely, or they can choose to collaborate with our teams and share responsibility. Additionally, HDVI's proprietary Secure Virtual Print (SVP) supports the electronic transmission of health records, and can eliminate the time and cost of engaging with provider offices for chart collection.

Job Summary: Coordination and collection of medical records from provider offices, medical groups and other medical facilities and/or entities.

Responsibilities:

- Meet or exceed individual production targets as defined by management (e.g. calls per day, addresses contacted, records retrieved, etc.)
- Proactively identify opportunities to increase personal impact and drive superior client results
- Communicate effectively with provider offices, clients and internal resources
- Schedule field tech resources when required
- Work collaboratively with others on the PSR team as well as other teams within HDVI
- Act in a professional manner when faced with difficult situations
- Accurately post or transcribe data into the MRCS database
- Perform effectively under conditions of a fluctuating workload
- Work independently and follow through on assignments with minimal direction
- Continuously improve knowledge of MRCS
- Proactively identify opportunities to improve processes and standards

Preferred Skills:

- Customer service experience
- Outbound calling experience
- Scheduling experience (for onsite tech visits)
- Knowledge of HIPAA regulations
- Understanding of medical terminology
- Experience communicating with provider offices

Required Experience / Education:

- High School Diploma
- Able to read, write and speak English
- Computer knowledge
- Attention to detail
- Type a minimum of 40 WPM

Contact: careers@healthdatavision.com

All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability or protected veteran status, other protected status, or any other characteristic protected by local, state or federal laws, rules or regulations.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

All employees are subject to background checks and drug screening.

Version: 2018.1