

Position(s) Title: Medical Records Collection Training & Quality Supervisor

Status: Full-Time

FLSA: Hourly

Reports to: Rita Young, Chief Operations Officer

Office Location: Glendale, CA

Telecommute Position: No

Company Overview:

Health Data Vision, Inc., is a fast growing tech company that provides a SaaS-based healthcare analytics platform for medical records analysis and targeted solutions for HEDIS® Hybrid, Medicare and Exchange Risk Adjustment and comprehensive, year-round clinical data analysis efforts as well as RADV Audits. The platform provides flexible scalable workflows and automation for medical records-intensive project needs of health plans in the United States.

Job Summary:

Own and train on process and standards for all aspects and roles within the medical records collection team. Key problem solver to help support and drive the broader team to meet productivity, quality, and client-satisfaction goals and objectives.

Responsibilities Include:

- Develop and maintain training material related to Operational process.
- Conduct training for new hires & current employees as needed.
- Communicate best practices, tips and tricks.
- Proactively observe and shadow resources across roles during production activities.
- Perform Quality Assurance duties, such as monitoring call center agents for accuracy.
- Actively contribute to product development activities.
- Update reports and provide production and quality metrics.
- Coordinate and support new hire screening and interviews.
- Work independently and follow through on assignments with minimal direction.

Preferred Skills:

- Proven training experience.
- Customer service experience.
- Outbound calling experience.
- Document management experience.
- Knowledge of HIPAA regulations.
- Team collaboration experience.
- Continuous improvement experience.
- People management/supervisory experience

Required Experience / Education:

- High School Diploma (college degree preferred).
- Computer knowledge - including MS Office suite (Excel, Powerpoint, Word, etc.).
- Attention to detail.
- Type a minimum of 40 WPM.
- Able to travel up to 25%

Interested Candidates should send a resume to: rita.young@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.