

Position Title: Retrieval Operations Supervisor

Status: Full Time

FLSA: Salaried - Exempt

Reports to: Jason Weddingfeld, VP of Operations

Office Location: Glendale, CA

Telecommute: No

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:

Own and drive performance for the HDVI Retrieval Operations Team in the areas such as document retrieval and management and other duties as assigned.

Responsibilities:

- Drive output and productivity for self and direct reports to attain performance targets and support client delivery expectations
- Become an expert in MRCS (internal software platform) functionality as it pertains to all elements of Retrieval Operations
- Collaborate with training function to develop and actively maintain a knowledge base for Retrieval Operations
- Actively seek to identify opportunities for improvement to drive efficiency and quality
- Support recruiting and onboarding of new hires, as required
- Conduct refresher training for current employees, as necessary
- Actively and effectively communicate changes to current or new processes
- Actively and effectively communicate best practices, tips and tricks
- Proactively observe and shadow resources across roles during production activities
- Actively listen and ask clarifying questions to identify root causes of issues and opportunities for improvement
- Perform Quality Assurance duties, such as monitoring assigned resources for accuracy and performance
- Update reports and provide production and quality metrics Work independently and follow through on assignments with minimal direction

- Act in a professional manner when faced with difficult situations
- Work collaboratively with others in the Retrieval Operations Team, other individuals/teams within HDVI and vendors
- Quickly and effectively assume a production role such as Provider Services Rep or Medical Records InTake/Medical Records Quality Assurance Representative when required

Preferred Skills:

- Customer service experience
- Outbound calling experience
- Basic vendor management experience
- Scheduling experience with remote provider sites
- Document management experience
- Knowledge of HIPAA regulations
- Understanding of medical terminology
- Experience communicating with provider offices
- Training experience (one on one and group settings)
- SharePoint experience
- Team collaboration experience
- Continuous improvement experience

Required Experience/Education:

- People management/supervisory experience
- High School Diploma (college degree preferred)
- Able to read, write and speak English
- Computer knowledge - including MS Office suite (Excel, Powerpoint, Word, etc.) - including advanced Excel analysis skills (e.g. filtering, pivot tables, merging data)
- Attention to detail
- Type a minimum of 40 WPM
- Able to travel up to 25%

Disclaimer:

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.

Please send your email directly to: jason.weddingfeld@healthdatavision.com