Date:

Position Title:	Medical Records Collection Training and Quality Supervisor
Status:	Full Time
FLSA:	Hourly
Reports To:	Jason Weddingfeld, VP, 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 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:	- Develop and actively maintain a knowledge base for PSRs, Intake, MRQA and Field Tech
	- Actively seek to identify opportunities for improvement to drive efficiency and quality
	- Conduct training for new hires
	- Conduct refresher training for current employees
	- Conduct training on new or updated processes
	- 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 call center agents for accuracy and performance
	- Actively contribute to product development activities
	- Avtively contribute to in product training and reference materials (e.g. Walk Me)
	- Collaborate with data management resources to develop production and quality reports
	- Update reports and provide production and quality metrics
	- Coordinate and support new hire screening and interviews
	- Be the expert in MRCS functionality as it pertains to all elements of Medical Records Collection
	- Work independently and follow through on assignments with minimal direction
	- Act in a professional manner when faced with difficult situations
	- Work collaboratively with others on the Medical Records Collection team as well as other teams within HDVI
	- Quickly and effectively assume a production role as a PSR, Intake Rep or MRQA Rep when required (see job responsibilities for these roles)

Preferred Skills:	- Customer service experience
	- Outbound calling experience
	- Scheduling experience (for onsite tech visits)
	- 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
	- People managment/supervisory experience

Required Experience / Education:	- High School Diploma (college degree preferred)
	- Able to read, write and speak English
	- 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%

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.