

## TRILLIUM COMMUNITY HEALTH PLAN, INC

### POSITION DESCRIPTION

**POSITION TITLE:** Auditor

**POSITION SUMMARY:** Working within the Government Affairs Department, Auditor is responsible for performing audits and risk assessments as assigned by Compliance Officer, which ensure that all departments of Agate and its subsidiaries comply with fiscal and administrative policies as well as applicable state and federal rules and regulations.

#### PRIMARY RESPONSIBILITIES & DUTIES

1. Conducts internal audits and risk assessments of the fiscal and administrative procedures in all departments to ensure that those procedures comply with department policies as well as applicable state and federal rules and regulations. Audit and risk assessment activities include interviewing key personnel, analyzing financial and administrative practices and reviewing relevant documentation. Areas to be audited or assessed will include but are not limited to:
  - Claims processing
    - Manual by Claims Analysts.
    - Electronic claims processing.
  - Benefit table set up.
  - Referral/Prior Authorization entry.
  - Operating system is appropriately updated i.e. current year CPT, ICD-9 etc.
  - Evaluation of system update/deployment processes
  - Provider set up and maintenance
  - Fee Schedule setup and maintenance
  - Appeals and Grievances
  - Review of reports from PBM and audit of PBM activities to ensure accuracy in pricing and claims payment
  - Marketing/Sales
2. Ensure that policies and procedures are followed as written.
3. Research as appropriate.
4. Maintain documentation of all audits and risk assessments performed.
5. Develops a detailed report on each audit or risk assessment. Reports include a review of the findings and an identification of recommendations to correct any deficiencies.
6. Responsible for maintaining strict confidentiality of information obtained through the auditing and risk assessment processes.
7. Performs assigned special projects. These typically are smaller in scope and require less time to complete than a formal audit. Working papers may be generated from these short term projects. Recommendations, based on observations, may also be in order.
8. Works with Compliance Officer and Department Managers, as appropriate, when Department Manager identifies any issues of non-compliance or other findings during their monitoring activities.
9. Performs related duties as requested by the Compliance Officer.

## **RELATIONSHIPS & WORK TEAM RESPONSIBILITIES**

**Reports To:** Compliance Officer

**Internal:** Works closely with Compliance Officer, other members of Government Affairs team and with the Managers of other departments.

**External:** Works with staff in provider offices and representatives from other organizations as directed by Compliance Officer.

## **JOB REQUIREMENTS**

### **Education and Experience**

**Education:** Bachelors degree in Business Administration with an accounting or equivalent major. Consideration may be given to equivalent related work experience in health care administration with focus on auditing.

### **Experience/Skills:**

- Up to five years of experience working in a health plan, preferred
- Excellent oral and written communication skills. Ability to write clear, concise reports, business correspondence, and procedures.
- Strong analytical abilities and problem solving skills
- Demonstrated aptitude for quantitative analysis, critical thinking and attention to detail.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
- Strong skills in organizing resources and establishing and balancing multiple priorities. Ability to meet deadlines and adjust to changes in company policies, procedures, and priorities.
- Ability to plan and perform work both as a team player and independently
- Ability to effectively present information and respond to inquiries from employees, regulatory agencies, and other, as necessary.
- Strong influencing skills and perseverance in investigating
- Ability to develop and maintain strong working relationships with internal and external customers
- Ability to handle sensitive matters on a confidential basis
- Proficiency with personal computers and related software including Microsoft Windows, Microsoft Office word-processing and spreadsheet applications.