



Director, Claims Data Services

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| Reports to: CIO/SVP Informatics | | |
| Level/Grade Leadership | Type of Position Full Time | Hours/Week 40 hrs/week; Exempt |
| GENERAL DESCRIPTION | | |
| <p>The Director, Claims Data Services is the service line owner of claims data products and services, and oversees the operations and strategies to grow the business. As THC's Claims Data Services leader, this individual is responsible for managing the claims data service line as a business. This includes primary responsibilities of P&L, product direction/R&D, and involves coordination of other critical service line components such as business development/sales, contracting, marketing/branding, communications, technical, and legal. A large component of the role is customer facing to ensure that the products and services offered meet current and projected needs. This is a leadership position and will be involved in providing critical input into organization-wide decisions.</p> | | |
| JOB RESPONSIBILITIES | | |
| <ul style="list-style-type: none"> • Management & ownership of Claims Data Services • Ensure customer satisfaction with claims-based products & services is measured and positive • Develop & maintain department documentation to ensure consistent processes are followed • Manage & optimize the service line P&L • Periodic evaluation of business model and product/services fee structure • Lead product development and use cases for service line growth • Conduct regular service line review meetings to ensure alignment of goals, actions, and outcomes • Maintain relationships with key payer and provider customers • Identify opportunities to integrate claims products & services with other business initiatives • Lead and guide strategic planning of claims data solutions • Provide supervision and coaching of provider practice coaching staff • Ensure proper use and protection of information assets by complying with the organization's information privacy and security policies to protect assets from unauthorized access and by reporting any security events or potential events or other security risks to the organization • Other duties as assigned | | |
| POSITION REQUIREMENTS | | |
| <ul style="list-style-type: none"> • 5+ years of experience in healthcare/health insurance required • Experience with product management and/or product development • Experience with customer service, customer presentations, and customer satisfaction/loyalty • Minimum of 2 – 3 years of staff supervision experience • Strong planning, organization, analytical and troubleshooting skills • Ability to effectively communicate technical information in non-technical terms • Ability to multi-task, set priorities and manage time effectively • Ability to cultivate positive working relationships with customers and coworkers • Experience working with Microsoft Office products • Must be able to sit for extended periods of time in front of a computer screen | | |
| EDUCATION/CERTIFICATION REQUIREMENTS | | |
| <ul style="list-style-type: none"> • Bachelor's degree required, Master's Degree preferred • Clinical licensure preferred | | |
| OTHER INFORMATION | | |
| Salary Range: \$100,000-\$110,000 | | |
| APPROVED BY: Alex Vaillancourt, SVP Informatics/CIO | | DATE POSTED 4/15/2021 |

Disclaimer: Nothing in this job description restricts the company's right to assign responsibilities to this job at any time as critical features of this job are subject to change any time.