

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: MANAGER – CLAIMS & REIMBURSEMENT

BASIC FUNCTION:

Under the direction of assigned supervisor, the Manager – Claims & Reimbursement manages all aspects of the claims submission and reimbursement processes for local educational agencies (LEAs); works in partnership with Managed Care Plans, the Department of Health Care Services, government agencies, and educational agencies to maximize federal reimbursements for the sustainability of school health programs; provides technical, specialized, consultative, advisory and planning services in the area of claims submission, reimbursement and audits; serves as a resource to program representatives and school districts.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Plans organizes and directs all aspects of school Medicaid and commercial insurance claims and reimbursement processes.

Ensures the timely submission of claims and reimbursements on behalf of LEAs and ensures maximum reimbursement for services provided by or organized by LEAs.

Assists LEAs in submitting new participant enrollments and all required documents for school Medicaid and commercial billing programs, including but not limited to: Local Educational Agency Billing Option Program, and Statewide All Payer School Linked Fee Schedule.

Manages and supervises external and internal audits on school claims to evaluate performance against established protocols.

Develops claims submission and reimbursement estimates, evaluates all aspects of the claims submission and reimbursement processes, and provides reports on claims activity to LEAs and executive management.

Researches mandated requirements and best practices related to Medi-Cal and commercial claims submission, reimbursement, and auditing; develops, coordinates and provides training, technical assistance and support to county offices of education, districts, and schools throughout California regarding Medi-Cal and commercial claims submission, reimbursement, and auditing.

Maintains current knowledge of State and Federal policies related to school Medicaid and commercial billing; ensures all assigned programs and activities are compliant.

Directs and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignments, terminations, and disciplinary actions; assures appropriate application of bargaining unit agreements among staff.

Collaborates with internal partners to provide technical expertise in the grant writing process; serves as the project manager for assigned grants and grant projects.

Prepares and maintains a variety of narrative and statistical reports, records and files related to personnel and assigned activities.

Participates in the development of the annual preliminary budget; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations; manages grant applications and provides support to districts, schools and the SCCOE in applying for grant programs as assigned by the position.

Attends a variety of conferences, departmental and interdepartmental meetings throughout California as assigned; travels throughout California to provide expertise and technical assistance as needed; attends and participates in SCCOE meetings and events.

Operates a computer and assigned software programs; operates other office equipment as assigned; drives a vehicle to conduct work as assigned.

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

LEA Medi-Cal Billing, SMAA, managed and commercial health billing.

Managed care organizations and plans.

Public school environments.

Evidence-based mental health and substance use practices.

Collecting and assembling data and navigating assigned software systems.

Budget preparation and control.

Oral and written communication skills.

Applicable laws, codes, regulations, policies, and procedures.

Interpersonal skills using tact, patience, and courtesy.

Operation of a computer and assigned software.

ABILITY TO:

Maintain current knowledge of State mandates in related area.

Develop, implement and provide staff development related to State mandates and district, school and curriculum needs for curriculum reform and school development planning.

Provide technical, specialized, consultative, advisory, and planning services in assigned area.

Provide direction and leadership to interpret data in the development and implementation of strategic plans for the schools.

Communicate effectively both orally and in writing.
Interpret, apply, and explain rules, regulations, policies and procedures.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned office equipment.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and timelines.
Work independently with little direction.
Plan and organize work.
Maintain records and files.
Prepare comprehensive narrative and statistical reports.
Travel to different county offices, school districts and schools across California.

LEADERSHIP TEAM COMPETENCIES:

Develops and fosters effective individuals and teams.
Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.
Demonstrates emotional intelligence.
Models inclusive, effective, and authentic communication.
Applies knowledge of the intersectionality of race, equity, and inclusion.
Builds and sustains positive, trusting relationships.
Conducts SCCOE operations with the highest moral, legal, and ethical principles.

EDUCATION AND EXPERIENCE:

Bachelor's degree in related field or a combination of equivalent experience and/or completion of a billing/coding training program and three years of increasingly responsible related experience involving Medicaid or commercial insurance billing and the supervision of staff.

LICENSES AND OTHER REQUIREMENTS:

Medical billing and coding certification preferred.
Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Travels throughout California.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting or standing for extended periods of time.

Approved by Personnel Commission: April 12, 2023



Marisa Perry
Director III – HR / Classified Personnel Services

Date: 4/12/23