



Physicians Caring for Texans

TEXAS MEDICAL ASSOCIATION JOB DESCRIPTION

DEPARTMENT Payment Advocacy
TITLE Operations Coordinator
SUPERVISOR Director, Payment Advocacy

BASIC FUNCTION

To provide primary administrative support to the Payment Advocacy Department; to provide administrative support to other departments within the Medical Economics division as priorities and work schedule indicate; and to assist directors and co-workers with projects and programs.

MAJOR RESPONSIBILITIES/TASKS

1. Provide assistance to physician offices through written correspondence and telephone inquiries on practice issues from member physicians.
2. Prepare all correspondence and supporting documentation regarding hassle factor logs (resolution letters to carriers, follow up letters to physicians, etc.)
3. Perform data entry of hassle factor logs into multiple databases. Ensure that a business associate agreement is on file for all users of the Hassle Factor program.
4. Provide routine database maintenance and work with TIS staff on database programming enhancements as needed.
5. Record correspondence from carriers related to outstanding hassle factor logs. Track monthly activity from carriers and use the information for the yearly hassle factor log report.
6. Search database for hassle factor log updates upon inquiry by physician, office manager, or TMA staff. Respond to member requests for hassle factor log forms and other informational documents.
7. Coordinate and organize meetings with outside entities including, but not limited to, carrier meetings, TMA council meetings and other ad hoc meetings (i.e., prepare and distribute agenda packets, make room reservations and food arrangements).
8. Make travel plans for physicians and staff attending carrier meetings and other authorized travel. Assist with logistics of travel for group meetings.
9. Maintain carrier meeting calendar; forward updates to CSE and Medical Economics staff.
10. Perform other related duties as directed or required.

SPH
February 12, 2013

SUPERVISORY RESPONSIBILITY

No supervisory responsibility.

INDEPENDENCE/SUPERVISION RECEIVED

Duties are performed under general supervision according to generally prescribed guidelines. Employee is responsible for judgement that is exercised regarding selection and interpretation of methods and procedures to be used personally.

GENERAL QUALIFICATION REQUIREMENTS

Knowledge and Experience:

Requires basic understanding of a specialized area of knowledge normally acquired through four years of high school, plus one to two years of college or vocational school, or equivalent experience. Basic knowledge of medical office activities and medical insurance billing helpful.

Skills and Abilities:

Ability to understand and follow oral and written instructions and to deal effectively with members and other TMA employees. Able to work independently; excellent writing and communication skills; ability to work closely with others and organize workload efficiently. Ability to work on deadlines and manage multiple projects and priorities. Computer skills include: word processing, spreadsheet, database entry, and general knowledge of personal computers, plus office equipment (fax machines, copier, etc.). Ability to arrange travel and scheduling for several staff members.

The purpose of a job description is to describe the overall function and general responsibilities of a job. Job descriptions provide employees with a better understanding of employer expectations. Descriptions are revised as job responsibilities change.
