



Position Title: Medical Records Specialist

Reports To: AVP, Clinical Operations

Status: Full-time, Non-Exempt/\$18-\$22 HRLY, DOE

Location: Remote - **ID, MT, and WY ONLY**

Position Summary:

Hi, we are Mountain Health Co-Op, the anti-insurance health insurance company. We serve members in Idaho, Montana, and Wyoming, and get this; our members are also the owners of this company because we are a co-op. We are proud to be a nonprofit that invests profits back into our membership through enhanced benefits and offerings. Yes, we make coverage cool.

The role of the Medical Records Retrieval Specialist (Clinical Operations) supports the Clinical Operations efforts. This position is responsible for performing activities related to gathering medical records in accordance with the HHS risk adjustment program, retrospective claim audits and RADV audit programs. This role is provider and vendor-facing and works collaboratively with the internal Quality and provider network team.

Duties and Responsibilities:

- Responsible for retrieval of medical documentation from providers through EMR access, fax or onsite retrieval as needed
- Perform research and investigation to ensure successful retrieval of medical records from providers offices, troubleshooting issues as they arise.
- An ability to explore additional resources for information in the event incomplete information or records are provided.
- Utilizes knowledge of medical records to analyze for type of medical record, completeness of chart, accuracy, and pertinence to the project
- Medical Record retrieval for prospective, retrospective, retrospective claim and RADV audits.
- Protect member rights by always maintaining the confidentiality of personal and financial information and in accordance with HIPAA regulations.
- Ensure that all requests for records are complete with date, member information, dates of service and claims
- Finalize complete charts by confirming all records are included and consolidate charts as needed to ensure no duplicates or unnecessary documents are stored
- Maintain the consolidated chart repository
- Electronically record data for storage, analysis, retrieval and reporting
- Maintain a good working relationship with the company and vendor partners.
- Adhere to company requirements, policies, and standards.
- Provide excellent customer service.
- The ability to work independently
- Other duties as assigned.

Knowledge, skills and abilities:



- High School Diploma or equivalent - Required.
- Certified Electronic Health Records Specialist (CEHRS) - Preferred
- Minimum of 1 year working in healthcare/medical records - Required
- Ability to recognize different types of medical records - Required
- Knowledge of diagnosis codes- Preferred
- Must be proficient in Microsoft Office (Excel, Word, Outlook) Required
- PDF viewer/reader/editor-Preferred
- Experience with Electronic Health Records (EHR) eg. EPIC, Cerner, eClinical, Athena, -Preferred
- Ability to adapt to change and respond to difficult and challenging situations in a professional manner
- Strong verbal and written communication skills
- Strong organizational skills and attention to detail
- Strong collaboration and relationship-building skills
- Ability to learn new tasks and concepts

*****Applicants must be authorized to work for ANY employer in the U.S. We are unable to sponsor or take over sponsorship of an employment visa at this time.***

Travel

This position requires minimal travel within the Co-Op region of operations.

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit for extended periods of time and may be required to stand, walk, and stoop. The employee may occasionally lift and/or move up to 20 pounds of office supplies. Expressing or exchanging ideas by means of the spoken word requires the ability to receive detailed information through oral communication. Will be required to work for extended periods of time using a computer, keyboard, and mouse.

Mountain Health Co-Op is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.