

# **RCCEM Escalation Manager, Claim Resolution**

**Athenahealth**

Job Location: Remote/MA

Full Time/Days

## **JOB SUMMARY:**

Join our dynamic Revenue Cycle Case and Escalation Management (RCCEM) team, where you will play a pivotal role in tackling our most complex and sensitive client issues. As the final escalation point, our team is dedicated to researching and resolving challenges that require a keen eye for detail and a commitment to excellence.

You will be at the forefront of driving actionable insights across Product and Revenue Cycle Management, ensuring that our product and services not only meet but exceed athenahealth's value proposition and the expectations of our clients. Your contributions will be essential in creating visibility into case performance, fostering consistency in terminology and measurement, and championing initiatives that enhance case resolution performance.

As an Escalation Manager, you will manage your own book of business while also supporting the team by collaborating with peers to identify and eliminate barriers to resolution and assist them in navigating high-profile escalations. You will help maintain queue health, provide tools for better management and monitoring, and leverage case data to gather and deliver actionable insights to our partner teams.

## **MINIMUM REQUIREMENTS:**

- An ideal candidate will have medical billing/US healthcare experience or have demonstrated the ability to rapidly learn the foundational concepts of US healthcare and medical billing.
- Customer-centric mindset characterized by empathy, collaboration, and advocacy.
- Strong written and verbal communication skills, enabling effective interaction with all organization level and stakeholders.
- Expertise in problem-solving, with the ability to analyze large data sets to identify root causes and trends.
- Proven capability to analyze data, surface trends and insights, and provide actionable recommendations.
- Ability to work independently and as part of a team, knowing when to involve others for effective problem-solving.
- Strong project management skills, including planning and aligning tasks, resources, and timelines.
- Tenacious and accountable, able to navigate complexity and overcome obstacles.
- Proficient in Excel and other business tools (Smartsheets, Google tools, SharePoint, etc.).
- Experience with athenahealth products and services a plus.

## **EDUCATION/LICENSES/CERTIFICATIONS:**

- Bachelor's degree or equivalent experience.

## **FOR MORE INFORMATION/TO APPLY:**

<https://careers.athenahealth.com/us/en/job/R13363/RCCEM-Escalation-Manager-Claim-Resolution>