

# Associate, Revenue Cycle Case & Escalation Management, Claim Resolution

Athenahealth

Job Location: Belfast, ME/Remote

Full Time/Days

## JOB SUMMARY:

The Associate, Revenue Cycle Case & Escalation Management supports the investigation, coordination, and resolution of complex revenue cycle cases and escalations. This role uses the CRM platform, cross-functional partnership, and clear stakeholder communication to help move issues to resolution and improve customer experience. Based in Remote-US, this position contributes to service consistency, issue tracking, and continuous improvement across case handling processes.

- Contribute documentation updates that improve consistency, clarity, or efficiency in case handling processes.
- Assist with team initiatives focused on quality improvement, process refinement, or customer experience.
- Participate in onboarding or peer support efforts by sharing practical knowledge and process guidance.
- Support special projects or other assignments based on team and business priorities.
- Help identify opportunities to reduce avoidable case inflow through workflow or process improvements.
- Maintain awareness of operational changes that may affect case handling or escalation paths.
- Minimal travel required <5%

## MINIMUM REQUIREMENTS:

- Demonstrated ability to communicate clearly and professionally with internal and external stakeholders.
- Demonstrated ability to analyze issues, organize information, and support resolution through structured problem-solving.
- Ability to prioritize work, manage multiple assignments, and adjust plans based on changing needs.
- Ability to work collaboratively across teams and maintain process, follow-through, and documentation quality.

## ADDITIONAL INFORMATION:

- Along with health and financial benefits, athenistas enjoy perks specific to each location, including commuter support, employee assistance programs, tuition assistance, employee resource groups, and collaborative workspaces — some offices even welcome dogs.
- We also encourage a better work-life balance for athenistas with our flexibility. While we know in-office collaboration is critical to our vision, we recognize that not all work needs to be done within an office environment, full-time. With consistent communication and digital collaboration tools, athenahealth enables employees to find a balance that feels fulfilling and productive for each individual situation.
- In addition to our traditional benefits and perks, we sponsor events throughout the year, including book clubs, external speakers, and hackathons. We provide athenistas with a company culture based on learning, the support of an engaged team, and an inclusive environment where all employees are valued.

## FOR MORE INFORMATION/TO APPLY:

<https://careers.athenahealth.com/us/en/job/R14954/Associate-Revenue-Cycle-Case-Escalation-Management-Claim-Resolution>