

Grievance and Appeals Internal Auditor

Partnership HealthPlan of California

Job Location: Fairfield, CA

Full Time/Days

JOB SUMMARY:

The Internal Auditor is an important position to ensure quality case investigations within the Grievance & Appeals Department (G&A). The auditor assesses the quality of all grievance and appeal cases to ensure they meet DHCS-mandated requirements, NCQA specifications, and Partnership professional standards. Conducts individual audits of grievance, appeal, exempts, and State Hearing cases completed by the Grievance staff. Identifies and recommends improvements to advance the overall quality of investigation outcomes.

MINIMUM REQUIREMENTS:

- Two (2) years of experience with grievance, appeal, and State Hearing cases or equivalent combination of education and experience.
- Experience with medical criteria used to determine approval of medications, services, or referrals desired (e.g., TAR, RAF).
- Very detailed oriented, excellent writing and communication skills.
- General knowledge of managed care and Medi-Cal benefits desired.
- Experience in managed care business practices and the ability to access data information using computer systems.
- Ability to work within an interdisciplinary structure and function independently in a fast-paced environment while managing multiple priorities and meeting deadlines.

EDUCATION/LICENSES/CERTIFICATIONS:

- Bachelor's degree in a health or business related field **preferred**.

ADDITIONAL INFORMATION:

- Valid California driver's license and proof of current automobile insurance compliant with Partnership policy are required to operate a vehicle and travel for company business.

FOR MORE INFORMATION/TO APPLY:

<https://careers-partnershiphp.icims.com/jobs/4216/grievance-and-appeals-internal-auditor/job>