

Appeals & Claims Operations Administrator

Healthcare Legal Solutions
Job Location: Washington, DC
Full Time/Days

JOB SUMMARY:

Healthcare Legal Solutions is seeking two experienced Appeals & Claims Operations Administrator to oversee and coordinate our end-to-end claims appeals workflow. These Administrators will be responsible for developing, implementing, and administering the operational framework for eligibility grievances and appeals, ensuring that case work performed by the team is timely, accurate, and fully compliant with applicable regulations. Rather than directly handling individual cases, these roles will focus on supervising staff workloads, monitoring quality and productivity, refining processes, and keeping all appeal activities on track against internal and client deadlines.

The Appeals & Claims Operations Administrators will have oversight of the appeals and grievances processes across multiple product lines and venues, including internal reviews, informal appeals/reconsiderations, and external or administrative hearings. They will help operationalize regulations, client policies, and internal standards; track appeal volumes and outcomes; identify and implement process improvements; and prepare required operational and performance reports. These roles will supervise the work associated with marketplace/Exchange eligibility appeals, navigator and producer appeals, qualified health plan appeals, and employer and employee eligibility appeals for small-group programs, as applicable to client engagements.

MINIMUM REQUIREMENTS:

- Prior experience with health plans, TPAs, or healthcare legal/consulting organizations, specifically in Appeals & Grievances, Claims Operations, or Quality/Compliance.
- Proven experience supervising or coordinating teams and workflows (formal people-management experience strongly preferred).
- Familiarity with Medicaid, CMS, and/or marketplace/Exchange regulations is preferred.
- Strong communication, organizational, and time-management skills, with the ability to manage multiple priorities and stakeholders.
- Comfort working in a fast-paced, metrics-driven environment and learning new systems and processes quickly.

EDUCATION/LICENSES/CERTIFICATIONS:

- Bachelor's degree **preferred**; an Associate degree with strong relevant experience will be considered.

FOR MORE INFORMATION/TO APPLY:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=65c8eac8-b1a8-4760-b7c3-0c4c34de8f8e&cclid=19000101_000001&lang=en_US&jobId=569914