**Health Information Specialist**

**Westminster Canterbury on Chesapeake Bay (Senior Options)**

3181 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Provides support of coordinated workflow process between clinical and financial teams to ensure accurate and complete clinical documentation for timely release of claims. The Health Information Specialist is responsible for ongoing operations of patient record documentation pre-bill auditing through training and support of health information end users. Will collaborate with the health information, clinical operations and billing teams to communicate best practice standard expectations to assure timelines are understood and adhered to at partner sites nationwide.

**RESPONSIBILITIES**

* Serves as the knowledge expert for ensuring nationwide network partners meet home health and hospice medical record documentation standards under Medicare and other insurance requirements.
* Works autonomously to provide direct support and training to partner sites in performing pre-billing and quality assurance activities within the revenue cycle.
* Implements successful health information review activities at nationwide partner sites through accurate and complete clinical documentation for timely release of claims.
* Develops and maintains comprehensive training program for the Health Information Coordinator and other office staff roles, including orientation and ongoing refresher education with competency standards. Training program to include: intake and clinician data entry, scheduling, diagnosis coding requirements, certification and record quality review processes, orders processing, RAPs and Final claims submission processing, OASIS/HIS exports and validation and month end reports review.
* Communicates the Health Information Coordinator job expectations through training objectives. Plans, monitors, appraises and reviews role competencies under training program.
* Provides end user support to assist with resolving problems and answering day-to-day operational questions. Utilizes help desk ticketing system to track and troubleshoot issues or questions related to health information review and pre-billing processes according to the current service level expectations.
* Identifies trends based on reported end user issues and assesses additional educational initiatives for the national network. Develops and implements initiatives by evaluating current procedures and change processes needed for optimized procedures.
* Identifies and corrects process gaps in revenue cycle workflows by making recommendations to Senior Options leadership on strategic goals and initiatives.
* Serves as an expert in ICD-10 CM diagnosis coding for nationwide partner advisement. Maintains proficiency in coding requirements and assures agency designated coders remain current with coding certifications.
* Provides OASIS and HIS education to ensure patient assessments are accurate and appropriately reflect the patient condition.
* Serves in preparation for mock surveys through remote clinical chart audits and scheduled technical record reviews.
* Collaborates with the Director of Health Information Technology and Clinical Solutions Specialist to develop “Super User” program to implement at each partner site nationwide.
* Creates monthly and quarterly reports as needed.
* Serves as Tier 2 backup to the Clinical Solutions Specialist to train on system workflows and resolve ongoing clinical support issues or questions.
* Serves as backup to the Director of Health Information Technology as needed.
* Understands and remains up-to-date on all current home health, hospice and home care regulations.
* May support and train partners on other ancillary health information solutions as needed.
* This job may be eligible for work at home.
* Travels to Senior Options office location and national partner sites up to 40%.

**QUALIFICATIONS**

* Three (3) or more years’ experience in health information coordination or management.
* Three (3) years’ experience and proficiency in working with the application of an electronic health record software, preferably one with home health and/or hospice.
* Associate’s degree or 2 years of college, preferred.
* Experience working in home health and hospice, preferred.
* ICD-10 coding certificate, preferred.
* OASIS certification, preferred.
* Strong demonstration of customer service skills.
* Experience in electronic health record user training with proven ability to teach adults and prepare curriculum.
* May work evenings to accommodate national network time zones and serve in an on-call rotation.
* Strong demonstration of Microsoft Office skills, including Excel, Word, PowerPoint.
* Must possess excellent verbal and written communication skills.
* Demonstrated ability to meet deadlines; work under limited supervision; and to handle various projects and schedules simultaneously.
* Must be able to travel up to 40% of the time, including overnight travel to any state in the U.S. where Senior Options has a partner.
* Must be able to fly on commercial airlines within the U.S.
* Must be able to use phone, fax, webinar applications.
* Physical Requirements:
  + Up to 8 hours a day sitting.

**BENEFITS**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision