

<b>QAE – Quality</b>	
<b>Job Code</b>	WSI-Quality-1D
<b>Department</b>	Quality
<b>Function Category</b>	Medical Billing/AR
<b>Group/ Grade</b>	1D
<b>Designation</b>	QAE – Quality
<b>Reporting to</b>	Assistant Manager - Quality
<b>Role Details</b>	This role is primarily focuses on performing on all billing and AR audits
<b>Area of responsibility</b>	<ul style="list-style-type: none"> <li>● Should have the end to end RCM knowledge and be capable to audit Demo, Eligibility, Charge Entry, Payments, Rejections, AR follow up and Denials</li> <li>● To do Focus and Process audit</li> <li>● To conduct ‘Ramp up’ meeting with new agents and provide daily feedback</li> <li>● Providing advice, ideas and feedback to the team on meeting quality standards</li> <li>● To take initiative in addressing the global issues</li> <li>● Should provide daily feedback on the errors with corrective and preventive actions</li> <li>● To be part of new projects transition for assigned project</li> <li>● To learn new specialties, process/scopes</li> <li>● Should perform audits for the minimum 5% or more</li> <li>● Identifying inefficient or ineffective users and giving constructive feedback for their improvement</li> <li>● Need to prepare daily and weekly reports</li> <li>● Need to prepare the Monthly quality reports and conduct monthly meeting with the operation team</li> <li>● Should identify the process gap’s and provide feedback to the operation team</li> <li>● Should address focussing and improvement areas for each project</li> <li>● Should address the top errors which impact the quality score and provide the quality and error trends</li> </ul>

	<ul style="list-style-type: none"> <li>● Account Manual questions should be prepared</li> <li>● Should monitor the agent's calls and provide the appropriate feedback</li> </ul>
<b>Behaviour Competencies / Knowledge required and desirable</b>	<ul style="list-style-type: none"> <li>● Reporting Research Results</li> <li>● Analyzing &amp; Auditing Skill</li> <li>● Ability to Understand Process and deliver as per client needs</li> <li>● End to End RCM Knowledge</li> <li>● Internal Communication</li> <li>● Attention to Detail</li> <li>● Administrative Writing Skills</li> </ul>
<b>Excellent skills in (desirable)</b>	<ul style="list-style-type: none"> <li>- Proficient in MS office/ Typing Skills</li> <li>- Good Analytical Skill</li> <li>- Good Communication Skills</li> <li>- Coaching Skills</li> </ul>
<b>Working Relationships/ Span of the role</b>	<b>Internal</b> QAE's, SQAE, Assistant Manager
	<b>External</b> Clients (Specify name if any)
<b>Qualifications</b>	Graduate in any Stream or equivalent;
<b>Experience (No. of years)</b>	Minimum 4 Years of Healthcare Experience
<b>Location</b>	Chennai
<b>Other special requirement</b>	Should have the experience into Quality for the minimum of 1 year
<b>Availability of role</b>	High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/>
<b>Criticality of the role</b>	High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/>
<b>Growth</b>	Horizontal <input checked="" type="checkbox"/> Vertical
<b>Attachments</b>	