

Review and Appeals Specialist

Established as a not-for-profit organization in 1975, the National Commission on Certification of Physician Assistants (NCCPA) has certified over 115,000 physician assistants (PA) in the United States. As the only certifying agency for PAs in the U.S., NCCPA (www.nccpa.net) is dedicated to serving the interest of the public by providing certification and recertification programs that provide confidence in certified PAs who provide millions of patients with access to affordable, high quality care. As the physician assistant profession continues to grow, so does our need to add to our highly qualified dedicated team at NCCPA. We are now seeking a Review and Appeals Specialist to join our Review and Appeals team.

Job Description

The Review and Appeals Specialist is responsible for conducting a comprehensive analytical review of internally and externally submitted documentation for review and appeal consideration. This position requires the incumbent to prioritize deadlines, maintain timely, effective communication with internal and external customers as well as utilize critical thinking skills to ensure timely and accurate case completion, audit findings and accurate departmental reporting.

Job Functions and Responsibilities include but are not limited to the following:

- Review incoming disciplinary notifications from internal and external entities, exception to policy requests, re-establishment requests and complaints.
- Identify issues that require additional investigation, validate discrepancies and ensure appropriate follow up.
- Obtain required documentation for case consideration.
- Document all case related information and communications in established databases and software systems.
- Maintain responsibility for the accuracy and integrity of the review and appeal data, outgoing correspondence, case review recommendations, and related applications.
- Identify and verify licensure status with relevant state licensing boards.
- Critically analyze acquired documentation to create a summary of findings, in accordance with established timeframes, standard operating procedures, and organizational policies.
- Refer findings to the NCCPA medical advisor and management team for the next level of review, as indicated.
- Correspond with Physician Assistants and relevant internal and external parties through effective written and verbal communications.
- Prepare case files, case summaries, departmental reports, and relevant case communication for review and consideration by the NCCPA Review Committee or Board.
- Prepare cases for external reporting to the FSMB and associated licensing boards.
- Maintain ongoing knowledge regarding NCCPA organizational policies, departmental policies, standard operating procedures, operational guidelines, business rules, reports and audit tools.
- Maintain a professional rapport with internal and external parties (i.e. FSMB, state licensing boards, physician health programs, Physician Assistants, team members).
- Participate in inter-departmental meetings and complete projects as assigned.
- Performs other duties as assigned.

Competencies

Communication
Decision Making/Judgment
Problem Solving/Analysis
Quality
Dependability

Supervisory Responsibility

None.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

While performing the duties of this job, the employee is regularly required to communicate with colleagues and operate standard office equipment.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m.

Travel

Minimum to no business travel is required of this job.

Required Education and Experience

- Associates Degree, preferably in Business or Paralegal Studies
- At least two years of relevant work experience in business or legal field. A higher degree from an accredited institution may be substituted for experience
- Excellent organization skills with a strong attention to prioritization and detail
- Ability to read and interpret organizational policies, procedures, legal, and state medical board documentation
- Ability to work independently with excellent time management
- Excellent communication skills, both verbal and written
- Strong analytical skills with results-oriented decision making ability
- Demonstrated ability to collaborate with management, the medical advisor and cross-functional team members
- Proficient with Microsoft Office, Adobe, and use of the internet

Preferred Education and Experience

- Bachelor's degree
- Advanced knowledge of Microsoft Office and Adobe
- Experience working in a legal environment or for a state medical board

Benefits Package

NCCPA offers a competitive compensation and benefit package for those who join our team. Benefits include group medical, dental and vision coverage, health reimbursement arrangement, life insurance and short and long-term disability coverage. In addition to time off for holidays, our

employees enjoy a generous paid time off program for vacation, personal and sick time. Other benefits include a robust 401(k) plan, as well as flexible spending, and tuition and health club reimbursement programs.

NCCPA is an Equal Opportunity Employer

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