



Position/Job Title: Health Information Systems (HIS) Data Coordinator
Manager: Associate Manager of Health Information Systems
Approved/Revised Date: November 2, 2017
Job Code: 220/230
Pay Class: Exempt

Summary:

Reporting to the Associate Manager of Health Information Systems, the HIS Data Coordinator, in partnership with the AM of HIS and the entire HIS team, is responsible for data entry into health plan portals and supplemental data submission. He/she monitors interfaces and reporting capabilities and supports provider office processes. The Coordinator also provides support to provider offices in the functional area of CPC+ reporting. He/she acts as the main contact for IHP staff members seeking IT support and help, escalating issues to IHP's telecommunications vendor.

Essential Functions:

1. In collaboration with the QI and Population Health teams, coordinates acquisition of data with health plans, employers, and other business partners.
2. In collaboration with the QI team, acts as a liaison with internal and external customers, practices, employers, or other business partners, to develop and design future needs through process creation or improvement.
3. Collaborates with EMR vendors and providers to ensure optimal documentation practices and interface functionality. Monitors interfaces to ensure receipt of accurate and complete data on a timely basis.
4. Diagnoses interface and other problems, evaluates solutions, and communicates resolution to users and management.
5. Conducts medical record audits to identify gaps in care and reports to health plans.
6. Maintains comprehensive knowledge of supplemental data reporting to health plans. Prepares, audits and submits data routinely. Troubleshoots problems as necessary and coordinates health plan audits.
7. Provides support and assistance to HIS users including ongoing education and training where appropriate.
8. Generates system reports and conducts periodic audits to ensure health information systems are running at peak performance and according to operational standards.
9. Ensures data integrity and data security within all systems through collaboration with entire HIS team.
10. Serves as liaison between IHP staff members and contracted telecommunications vendor.

11. Ensures compliance with regulatory and confidentiality requirements for specified HIS programs and services.
12. Collaborates on implementation and training of new software installations, upgrades, and integration.
13. Participates in designated cross-functional teams for the management of specified projects, with an emphasis on quality, integrity of data, high-value outcomes, excellent customer service, and positive team dynamics.
14. Monitors data integrity and conducts reporting, data audits, and analysis of data in registry and portal.
15. Assists offices in meeting value-based program requirements, including gap analysis, data collection and analysis, and reporting.
16. Maintains knowledge of various value-based reimbursement programs, including but not limited to health plans, HEDIS specifications, MACRA, MIPS, and CPC+.
17. Performs other duties as assigned.

Additional Responsibilities/Duties:

(The following examples are intended to be descriptive but not restrictive.)

1. Collaborates with HIS team and other IHP teams to support implementation of IHP's strategic HIS goals and outcomes.
2. Develops positive and productive relationships with current and potential IHP clients and vendors.
3. Participates fully as a member of the Health Information Systems team, including participating in the Mastermind process and building a strong team for delivering IHP's mission.
4. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, values, and customer service standards.
5. Maintains a working knowledge of applicable Federal, State and local laws and regulations, the Corporate Compliance Plan and Code of Conduct, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.

Specific Knowledge, Skills, Licenses, Certifications, Etc.:

Education:

A minimum of Bachelor's degree in information technology, mathematics, business, or related field required. Must be proficient in Excel.

Experience:

- Minimum one to three years of experience in information systems, data connectivity, data analysis or a related field.
- Proficient in use of the Microsoft Office suite of products: Word, Access and Power Point experience preferred.

Professional Skills:

Communication

Interpersonal skills

Customer relation skills

Organizational skills

Time management skills

Problem solving skills

Analytical skills

Clerical skills

Grammar and spelling skills

Basic math

Microsoft Word, Excel, Access

Demonstrated accuracy

Licensure/Certification: N/A

Comments: Commitment to continuing professional development is required. Experience working with diverse populations is preferred. Some travel will be required.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.