

**POSITION DESCRIPTION**

**TITLE:** Health Care Auditor/Analyst

**DIVISION/DEPARTMENT:** Performance Measurement (PM)

**PREPARED BY:** CB [ X ]Exempt or [ ]Hourly

**FTE:** 1.0 **Location:** on-site in Madison, WI

**DATE:** 3/20/2015 Revised: 8/24/17

**POSITION SUMMARY**

**Reports to:** PM Vice President

**Regularly works with:**

Vice President of PM  
Certified HEDIS Compliance Auditors including subcontractors  
Audit Systems Specialist  
Project Lead  
HEDIS Lead  
DV Lead  
Administrative Assistant  
Health Plans contracted with MetaStar  
PSRx (Medicare Part C and Part D audit partner)  
Medical Coders  
Medical Coding vendors  
IT staff  
Other MetaStar department staff  
NCQA and URAC staff

**Positions that report to this position:** None

**Key responsibilities:**

1. Obtain and maintains in-depth knowledge of the HEDIS, Medicare Part C and Part D data validation (DV), Initial Validation Audit (IVA), and URAC accreditation audit requirements
2. Performs the HEDIS, DV, Risk Adjusted Initial Validation Audits (IVA), and URAC Accreditation audit requirements as specified by departmental Standard

- Operating Procedures (SOPs), CMS, NCQA, and URAC within the timeframes required
3. Develops and maintains positive customer relationships with assigned health plans and provides excellent customer service as defined by the PM department
  4. Maintains NCQA HEDIS certification by meeting NCQA requirements per the NCQA auditor handbook
  5. Participates in the Initial Validation Audit reviews in accordance with audit procedures.
  6. Participates in the development and updating of departmental SOPs
  7. Communicates routinely with the PM VP regarding audit progress, issues, other departmental work timelines, priorities, etc.
  8. Assists with the development and implementation of PM quality improvement activities.
  9. Participate in department and audit tool development and enhancements for HEDIS, DV, IVA, and URAC audits
  10. Promotes positive internal and external communication and positive teamwork
  11. All other duties as assigned.

### CORE ORGANIZATIONAL COMPETENCIES

**Teamwork:** Demonstrates respect and achieves cooperative relationships in fulfilling the vision and mission of MetaStar.

**Communication:** Demonstrates good interpersonal skills with all whom they interact. All communications, verbal and written, should demonstrate a commitment to customer service and excellence. Effectively sends, receives, and responds to requests while maintaining a high level of confidentiality.

**Initiative:** Committed to and performs quality work contributing to the vision and mission of MetaStar. Assumes responsibility and accountability for his/her actions. Meets the challenges of a changing environment, is timely in meeting job responsibilities and strives to provide excellent customer service. Values accomplishments and shows enthusiasm and pride in the organization. Demonstrates a self-directed work effort. Develops goals for professional growth and strives to achieve those goals.

**Customer Service:** Demonstrates a commitment to courteous, sincere, and sensitive customer service. Presents a positive and caring attitude in all interactions. Is patient, tolerant, accepts diversity and presents a positive image of themselves and MetaStar in all personal and telephone interactions.

**Quality Improvement:** Demonstrates a commitment to quality and excellence. Solves problems through critical evaluation of data-based information and continuous improvement efforts. Can accurately identify and diagnose issues, identify alternatives, implement a plan, evaluate and communicate results.

**QUALIFICATIONS:**

1. HEDIS experience is required
2. Certification as a HEDIS Compliance Auditor per NCQA requirements within one year of hire is expected.
3. Frequent nationwide and overnight travel is required
4. Strong candidates will have medical coding experience
5. Bachelor's degree in health related field or equivalent certifications
6. Excellent analytical and critical thinking skills
7. Excellent interpersonal communication and teamwork skills
8. Excellent verbal and written communication skills
9. Excellent project management and organization skills
10. Ability to work well independently and within a team structure
11. Experience with Quality Improvement / Performance Improvement activities

**\*\*MetaStar is an equal opportunity employer\*\***

Interested parties should send a resume to [jobs@metastar.com](mailto:jobs@metastar.com) or mail to MetaStar, HR – HC Auditor/Analyst, 2909 Landmark Place, Madison, WI 53713