

Job Summary

- With minimal supervision, the Senior Healthcare Informatics Analyst demonstrates solid knowledge of business concepts, analytics techniques and data policies. This position is responsible for assisting the company by producing financial, claims, , medical management, quality and risk reporting and analyses to management as requested for the assigned work areas. Consult with business and clinical areas to design, develop and implement data queries and data processes to support reporting and analytics. Applies problem solving and critical thinking skills to drive execution of analytics projects. Keeps current with market trends, industry quality analytic approaches and proficiency with business intelligence tools. This job requires advanced computer skills in relevant programs as well as the ability to independently solve high complexity problems. Responsible for adhering to HIPAA and Confidentiality Guidelines.

Essential Duties and Responsibilities

Description

% of Time Spent

- Consult with business units, management, and vendors to analyze, develop and document detailed business requirements and business processes for proposed solutions to business initiatives.
 - Interpret business requirements and create report outputs from the appropriate tool (i.e. Business Objects, SAS, SQL, Quality Reporter, etc.) which meet the needs of the customer. Create compelling and effective charts, tables, presentations and other visuals (Excel, Tableau, Power BI, QlikView, etc.) that convey analytic results clearly and effectively.
 - Collect, manipulate, and analyze data from multiple sources, draw accurate inferences, and present findings to various levels of staff and collaborate on outcomes.
 - Consult with the business to identify and recommend additional opportunities for value-add data extract and analysis.
 - Seek to supplement own skills through the use of project experience, self-study, and ongoing training.
 - Monitors results after implementing analytics solutions to evaluate outcomes and achieved business-value.
- Gather report/data requirements from business owners and subject matter experts (SMEs). Consult with SMEs to revise reports as needed. Draft and revise report specifications along with policies and procedures to ensure internal controls are correct and up to date. Work with the EDM team to ensure data

40%

20%

security and guard/limit use of PHI.

- | | |
|--|-----|
| • Test reports and data structure with other analysts or technical experts (data analysts, database administrators, vendor staff, etc.), document any variations and resolve discrepancies. Engage peer review as necessary. | 15% |
| • Evaluate new and existing programs to assess for emerging trends and support business decision making. Identify opportunities where the effectiveness and/or efficiency of reports, data processes or controls can be improved and recommend corrective action. | 10% |
| • Work closely with project managers, demonstrate subject matter expertise on project teams and acts as a resource during project planning and testing stages of the project. Facilitate small group work and initiatives. Mentor other analysts in data retrieval, report creation, testing and validation techniques. Support department knowledge sharing and collaboration. Provide peer review as needed. | 10% |
| • Create reports and analyze data that facilitates the monitoring of business performance and goals. Present findings in clear and compelling manner to business and non-technical audience. | 5% |

Other related duties as assigned. - 5%

Qualifications

Required Education:

- Bachelor's degree in Finance, Accounting, Informatics, Health Care Administration, Statistics, Mathematics or business-related field required.

Preferred Education:

Required Experience:

- 5+ years of relevant experience with business intelligence/analytics tools required. Professional healthcare analytic experience, specifically HMO experience, is preferred

Preferred Experience:

Knowledge, Skills, and Experience:

- Proficiency and demonstrated skill with Excel (pivot tables, link workbooks, plug-ins, formulas, etc.).

Proficiency with SQL coding language.

Proficiency and demonstrated skill with query tools (Business Objects, SAS, SQL Developer, Aginity, Impact Intelligence. Ability to develop intermediate SAS/SQL programs is very beneficial.

Intermediate knowledge of computers and analytical software (Tableau, QlikView, Power BI, etc.).

Intermediate knowledge of healthcare claims payment systems. Intermediate knowledge of

industry standard reimbursement methodologies (i.e. Medicare and Medicaid). Basic knowledge of Health Insurance Marketplace and PPACA rules and regulations.

Ability to identify proper channels to use for different situations (i.e., phone, email, face-to-face).

Ability to be inquisitive, well-organized, creative in developing analytical tools and presentation formats, highly motivated to resolve issues on a timely basis and with an attention to detail.

Ability to manage multiple tasks to ensure timely delivery of financial statements and other required analysis.

Strong understanding of quality programs and measures (NCQA, HEDIS, Medicare, Stars, etc.) along with tools to support quality reporting such as Cotiviti Quality Reporter.

Intermediate to advanced medical insurance knowledge of codes and acronyms. Ability to pass relevant courses and apply knowledge to the job. For example: demonstrate ability or pass internal course on Basic Medical Terminology, can apply knowledge of medical coding concepts (i.e. CPT, HCPCS, ICD 9/10, APC, DRG, RBRVS).

Embrace and exemplify Quartz's customer experience philosophy "Every day, we keep our customer at the center of everything we do."

Understand how this role impacts Quartz's customers (members, providers, agents, employers) and how to positively impact their experience.

Continually work to understand our customer's needs and challenges. Utilize their feedback to evolve customer interactions and experiences.

Create strong relationships and provide positive experiences for internal partners.

Excellent oral and written communication skills.

Excellent organizational skills.

Excellent interpersonal skills.

Required Licenses or Certifications:

- None required

Preferred Licenses or Certifications:

Culture and Engagement

Quartz strives to provide a work environment that fosters high performance and employee engagement with a customer focus, while ensuring a healthy work experience.

To be successful at Quartz, the individual must positively contribute to our Employee Value Proposition (EVP) “At Quartz, we ignite well-living.” The goal is to create a positive and rewarding culture that values and is valued by all employees while offering exceptional customer experiences for our external and internal customers. This goal is achieved through creating positive experiences that help everyone find their spark in the now, in order to make the most of the tomorrows to come.

In addition, the individual must embrace our 4 Rs Core Values of Respect, Responsibility, Relationships, and Resourcefulness. Annual reviews will evaluate each individual’s level of performance related to the 4 Rs.

- **Respect** is empowering everyone to live a life well-lived on their own terms, with each of us valued for our qualities, abilities, experiences, and the passions that drive us.
- **Responsibility** is holding oneself and each other accountable for the impact our actions have on our communities.
- **Relationships** is building strong relationships to help us best support each other so that we can support customers and members.
- **Resourcefulness** is being innovative, creative, and agile in overcoming challenges and creating opportunities.

Diversity, Equity, Inclusion, and Belonging

Quartz is committed to a diverse, equitable, and inclusive workplace, where all employees, members, and customers' unique insights, perspectives, and backgrounds are valued. We are a workplace that does not tolerate discrimination. Instead, we cultivate inclusion and belonging through authentic relationships where our employees can thrive and deliver exceptional customer experiences and outcomes. We inspire and expect every person and every department, at every level, to be committed to weaving DEI&B (Diversity, Equity, Inclusion & Belonging) into everyday life at Quartz. We honor every employee and their background, identity, ethnicity, preferences, or location, to feel they belong to one Quartz team.

Physical Effort and Working Conditions

Manual Dexterity:

- Ability to operate computer and telephone

Physical Effort:

- Ability to sit or stand for 8 hours per day; Occasionally lift up to 10 lbs.

Equipment Used:

- Computer and telephone

Working Conditions:

- Traditional office environment; Required to work on a computer 5-7 hours per day

Position Characteristics

Managing Projects:**Complexity:**

- The work is generally non-standardized. Many times, there are not established policies and procedures that can be used to solve problems. Supervision and guidance relate largely to overall objectives, critical issues, new concepts, and policy matters. Performs work, which involves conventional practice but may include a variety of complex features.

Impact:

- The impact of decisions is limited to work processes within the job incumbent's work team or department (i.e., primarily impacting the sequence of method in which a process is carried out), sometimes other departments, and/or indirectly or directly affect the welfare of the organization. There are moderate consequences of error.

Authority:

- Make decisions independently and resolves important questions to plan and coordinate work. May receive guidance on unusual or complex problems.

Influence:

- Explains difficult issues, makes recommendations and works to build consensus.

Disclaimer

This position description in no way states or implies that the responsibilities and tasks are the only responsibilities and tasks to be performed by the employee occupying this position. S/he will be required to follow any other instructions and to perform any other job-related duties as required by his/her supervisor/manager.

Requirements stated herein are minimum levels of knowledge, skills and/or abilities to qualify for this position. To perform the duties and responsibilities of this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently. "Ability" means to possess and apply both knowledge and skill.

Employment decisions, including promotions, transfers and others, are based on meeting requirements herein and on organizational need, the employee's being in good standing (including disciplinary actions, if any), meeting all applicable performance standards and other non-discriminatory criteria. The methods of fulfilling requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. Some requirements, however, may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or others.

THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. WE MAINTAIN AN 'AT WILL' EMPLOYMENT.