

Quartz

Job Description

Job Title:	Lead Healthcare Informatics Analyst		
Department:	Consulting Analytics	Reports to:	Director, Consulting Analytics, Manager, Consulting Analytics or Supervisor, Consulting Analytics
FLSA Status:	Exempt	Designated Backup:	Healthcare Informatics Analysts
Pay Grade:	25		

Job Summary

With little to no supervision, and using creativity and latitude, the Lead Healthcare Informatics Analyst participates in analysis of more complex requests for providing data reports, data processing and analysis to management as requested for the assigned work areas. Responsible for leading the development and delivery of technical skill training relevant to area of expertise. This role consults with business and clinical areas to design, develop implement, and monitor high complexity and high value analytics. Keeps current with market trends, industry quality analytic approaches and proficiency with business intelligence tools. This job requires advanced computer skills in relevant programs. Responsible for adhering to HIPAA and Confidentiality Guidelines.

Essential Duties and Responsibilities

To successfully perform this job, the individual must be able to perform each essential job function satisfactorily. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

- 35%
 - 1. Leverage knowledge and skill with a variety of query tools (i.e. BusinessObjects, SAS, SQL, Quality Reporter, etc.), analytic techniques, and platforms to analyze large quantities of data from multiple sources. Design, create, and maintain dashboards, business plans, forecasts, projection models, etc.
 - Consult with business units, management, and vendors to analyze, develop and document detailed business requirements and business processes for proposed solutions to complex business initiatives.
 - Apply knowledge of healthcare industry and market landscape to inform solution design; execute high-quality or differentiated solutions in an established problem space.
 - Expert at mining data insights and interpreting results based on materiality and relevance to the defined business problem. Prioritizes solution development based on measurable business value.
- 20%
 - 2. Manage the mentoring and cross-training process within the department. Including, but not limited to: data retrieval, data processing, report creation, testing and validation techniques. Consistently demonstrate a high level of teamwork, partnership and collaboration. Manage initiatives and projects of significant complexity and risk, facilitating group work as needed. Collaborate with project

- managers and provide leadership on project teams by developing work estimates, prioritizing work, and ensuring successful delivery of project deliverables.
- 15% 3. 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, processes or controls can be improved and recommend corrective action. Improve department performance and advance corporate goals.
 - 15% 4. Provide analytic leadership throughout the organization. Consult with the business to identify and recommend additional opportunities for data extract and analysis. Work directly with, and prepare presentations for, executives and leadership team to support strategic business research and analysis.
 - 10% 5. Test reports with other analysts or technical experts (data analysts, database administrators, vendor staff, etc.) and document any variations. Follow-up to revise reports or data processes with SMEs and technical experts and retest if necessary. Consult with business owners or SMEs to evaluate requests against corporate data privacy, data sharing, and security policies; assess PHI and minimum necessary standards. Provides peer review as needed.
 - 5% 6. Work with the EDM team to ensure data security and guard/limit use of PHI. Draft and revise report specifications and policies and procedures to ensure internal controls are correct and up to date.

Qualifications

The requirements listed below are representative of the knowledge, skills, and/or abilities required to successfully perform this job.

Education:	Bachelor's degree in Finance, Accounting, Informatics, Health Care Administration, Statistics, Mathematics or business-related field required. Advanced degree is preferred.
Experience:	7+ years of relevant experience with business intelligence/analytics tools required. Professional healthcare analytic experience, specifically HMO experience, is preferred.
Knowledge, Skills, and Abilities:	<ul style="list-style-type: none"> • Advanced proficiency and demonstrated skill with Excel (pivot tables, link workbooks, plug-ins, formulas, macros, etc.). • Advanced proficiency with SQL coding language. • Advanced proficiency and demonstrated skill with query tools (BusinessObjects, SAS, SQL Developer, Aginity, Impact Intelligence, MedInsight). Ability to develop intermediate to advanced SAS/SQL programs. • Advanced knowledge of computers and analytical software. Advanced knowledge of healthcare claims payment systems. Advanced knowledge of industry standard reimbursement methodologies (i.e. Medicare and Medicaid). Intermediate to advanced knowledge of Health Insurance Marketplace and PPACA rules and regulations. • Ability to be inquisitive, creative in developing analytical tools and presentation formats, highly motivated to resolve issues on a

timely basis and with an attention to detail. Must handle situations well under pressure.

- Ability to manage multiple tasks to ensure timely delivery of financial statements and other required analysis.
- 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 external courses on population health statistics, coding and reimbursement, quality improvement, etc.
- 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.

**Licenses or
Certifications
Required:**

AHIP, AHM, LOMA, AAPC, AHIMA certification, or equivalent, or demonstrated medical insurance industry knowledge. Professional certification in the field core areas (i.e. Accounting, Actuarial Services, Data Analytics, Coding, etc.) is essential.

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, Healthy Happens!" The goal is to create a positive and rewarding culture that values and is valued by all employees while offering "top box" customer experiences for our external and internal customers. This goal is achieved through creating positive experiences that are perceived as simple, informative and value-adding.

In addition, the individual must embrace our 3Rs Core Values of Respect, Responsibility and Relationships. Annual reviews will evaluate individual's level of performance related to the 3Rs.

- **Respect** is about creating an environment where everyone is treated fairly and with dignity. Everyone's voice is heard. Employees should be honest and ethical, always.
- **Responsibility** is about holding oneself and each other accountable, striving to meet Quartz's standards of excellence and fostering mutual trust.
- **Relationships** is about committing to building strong relationships not only with customers and members but also with teams, departments and management.

Position Characteristics

The characteristics listed below are representative of scope and level of responsibility related to this position.

Complexity:	The work is generally non-standardized and requires formulation and implementation of analysis methodologies that can be used to solve problems. Works on assignments requiring considerable judgment, initiative, and the ability to independently navigate, gather, and interpret complex information.
Impact:	The impact of decisions regularly affects work processes and operations for work team or department, sometimes other departments, and/or indirectly or directly affects the welfare of the organization. There are moderate-to-severe consequences of error.
Authority:	Acts as a mentor and advises on the activities of the work team members. Recognized as an authority within the work team in an area of significance to the team's objectives.
Influence:	Explains difficult concepts and influences others to adopt a particular course of action. Takes a proactive and consultative approach in making recommendations and advising senior-level staff.

Physical Effort and Working Conditions

The requirements and conditions described below are representative of the general environment the employee is exposed to on a day-to-day basis while performing this job.

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

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.

Employee Signature

Signature

Date

Review/Approval

Signature

Title

Date