Position Title: ELECTRONIC DATA INTERCHANGE (EDI) ANALYST II
Position Status: Exempt
Reports To: Analytics Manager
Effective Date: 05/04/2018
Revised Date:

SUMMARY DESCRIPTION: Under direction, this position:
1. Performs analysis related to solution design, development, testing, maintenance, and support for EDI interfaces and systems, both to and from the Alliance’s trading partners and core business systems;
2. Analyzes and responds to inquiries regarding initial EDI set ups and issues related to EDI enrollment, claims processing, payment inquiries, and clearinghouse activities;
3. Assists with operational strategic objectives by analyzing business processes and functions, ensures compliance with CAQH CORE Operating Rules, HIPAA and X12 standards and guidelines, gathers data, and evaluates input and output requirements and formats to formulate and implement recommended solutions;
4. Prepares reports and diagrams and maintains companion guides and other supporting documentation by collecting, analyzing, and summarizing information and trends; and
5. Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS: The EDI Analyst II is the working level classification in the series and is distinguished from the next higher, advanced working level EDI Analyst III by the latter’s degree of expert knowledge related to EDI transactions, HIPAA code sets, core systems claims and EDI functionality, and the performance of more complex analysis of X12 standards and regulatory requirements related to future planning activities.

DUTIES AND RESPONSIBILITIES:
1. Performs analysis related to solution design, development, testing, maintenance, and support for EDI interfaces and systems, both to and from the Alliance's trading partners and core business systems, with duties including but not limited to:
   • Performing analysis and operational technical support for Alliance healthcare applications;
   • Monitoring and maintaining EDI exchanges and transaction processing and maintaining the accuracy of production healthcare EDI transactions and processes;
   • Serving as the primary point of contact in resolving issues related to production EDI transactions related to claims, payments, enrollment, provider data, real time transactions, clearinghouse activities and other proprietary EDI formats;
• Configuring and accurately maintaining Alliance EDI applications that allow healthcare providers to send and receive EDI transactions;
• Gathering, documenting and analyzing requirements and combining user information with knowledge of Alliance systems and healthcare partners;
• Diagnosing problems with EDI production processes and working with other technical and/or business resources to resolve issues;
• Auditing data to ensure the accuracy of information supplied to/from providers and trading partners;
• Researching and resolving error findings;
• Supporting EDI leads with Alliance core systems, vendors and business partners, project completion, rollout of applications, integrations, processes, and fixes;
• Assisting process improvement efforts to optimize business processes and maximize the effectiveness of available technology;
• Supporting EDI leads with the development of EDI maps for trading partners and coordinating implementation with end users; and
• Assisting internal stakeholders by providing systems support, expertise and guidance for the Alliance’s core and ancillary applications.

2. Analyzes and responds to inquiries regarding initial EDI set ups and issues related to EDI enrollment, claims processing, payment inquiries, and clearinghouse activities, with duties including but not limited to:
   • Configuring required EDI components for healthcare related transactions;
   • Providing immediate responses by researching and reconciling EDI transactional inquiries, errors and discrepancies;
   • Working with trading partners to resolve issues related to EDI transactions;
   • Researching and resolving EDI errors and internal and external escalations regarding EDI related issues;
   • Identifying errors and escalating complex issues to higher level for assistance and review; and
   • Responding to sub-contractors and governmental entity inquiries.

3. Assists with operational strategic objectives by analyzing business processes and functions, ensures compliance of CAQH CORE Operating Rules, HIPAA and X12 standards and guidelines, gathers data, and evaluates input and output requirements and formats to formulate and implement recommended solutions, with duties including but not limited to:
   • Analyzing and interpreting regulatory requirements and policy and operational changes from various governmental entities, such as the Department of Health Care Services (DHCS), Department of Managed Health Care (DMHC), and Centers for Medicare and Medicaid Services (CMS), and making recommendations and implementing business and system requirements according to these specifications;
   • Monitoring subcontractors encounter data to ensure completeness, accuracy, reasonability, and timeliness prior to submission to DHCS and in accordance with DHCS guidelines;
   • Collaborating with EDI developers and supporting EDI maps to ensure compliance with business requirements;
   • Analyzing EDI implementations, recommending improvements to processes, and
coordinating with trading partners to resolve issues;

- Managing communication with internal and external stakeholders to ensure compliance with all regulations, policies and procedures;
- Ensuring HIPAA compliant code sets are properly maintained and applied in Alliance core systems and data mapping;
- Providing support during and after implementation of healthcare electronic data interchange applications;
- Monitoring EDI file processing and performing tests and troubleshooting problems to resolve all transaction file issues and providing support to internal and external stakeholders;
- Maintaining knowledge of HIPAA EDI protocols;
- Performing audits on EDI processes to maintain accuracy; and
- Supporting cross-functional projects.

4. Prepares reports and diagrams and maintains companion guides and other supporting documentation by collecting, analyzing, and summarizing information and trends, with duties including but not limited to:
   - Developing and maintaining documentation of EDI requirements and specifications;
   - Tracking EDI activity and monitoring batch processes to identify and address issues as they arise and reporting levels of activity to management using key established metrics;
   - Supporting cost benefit analysis, impact analysis and assessment for strategic operational projects and policy and operational changes;
   - Performing analysis of Alliance core systems and data and fulfilling reporting needs for projects;
   - Providing organization-wide support and acting as a resource on reporting standards;
   - Maintaining documents for operational procedures according to HIPAA standards and regulatory guidelines; and
   - Diagnosing problems with EDI processes and working with other technical and business resources to resolve issues related to producing documentation.

5. Performs other duties as assigned.

**EDUCATION AND EXPERIENCE:**

- Bachelor’s degree in Information Technology, Computer Science, Computer Engineering, Healthcare or a related field and a minimum of two (2) years of experience performing business analysis or systems-related analysis related to membership, provider services, claims, finance, compliance or utilization management in a Medi-Cal or managed care environment or an equivalent combination of education and experience which would provide the required knowledge, skills and abilities may be qualifying.

**JOB SPECIFIC KNOWLEDGE, SKILLS, AND ABILITIES:**

- Working knowledge of EDI transactions in one or more of the following X12 transactions: 820, 834, 274, 270/271, 276/277 835, 837 P/I;
- Working knowledge of formal testing methodology, the principles and practices of test plan development and execution, and documentation of test results;
- Working knowledge of current technology transmissions and receipt methods and the
requirements of electronic data submissions;
- Working knowledge of software product lifecycle management, from defining requirements to implementation;
- Working knowledge of systems development methodology and application development principles and processes;
- Working knowledge of EDI mapping software and intermediate SQL;
- Working knowledge of CAQH CORE Operating Rules;
- Working knowledge of medical billing and health care data interfaces;
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, and Outlook;
- Some knowledge of Medi-Cal and Medicare programs;
- Some knowledge of research, analysis and reporting methods;
- Some knowledge of the principles and practices of project management;
- Ability to manage multiple projects simultaneously, organize work, maintain accurate records, respond to changing priorities, and achieve goals and timelines;
- Ability to work collaboratively with individuals at all levels in a matrix organization while supporting multiple stakeholders;
- Ability to work collaboratively and productively with internal and external entities in order to achieve efficient and timely solutions;
- Ability to collect, interpret and evaluate data, identify solutions, project consequences of recommendations, and prepare written reports;
- Ability to perform technical and non-technical troubleshooting and diagnose and resolve problems efficiently and effectively;
- Ability to translate data into understandable information and deliver solutions that improve business processes;
- Ability to assist with the development and translation of business requirements;
- Ability to demonstrate flexibility and creativity, identify improvements to existing practices, and effectively adapt to change;
- Ability to interpret and apply rules, regulations, policies, procedures and guides;
- Ability to act as an EDI resource to staff and trading partners;
- Ability to ensure confidentiality and privacy on all external communication; and
- Ability to work independently with minimal supervision and as a member of a team.

**ALLIANCE STANDARD KNOWLEDGE, SKILLS AND ABILITIES:**
- Ability to communicate effectively, both orally and in writing;
- Ability to establish and maintain effective and cooperative working relationships with Alliance staff and others contacted in the course of the work;
- Ability to assume responsibility and exercise good judgment in making decisions within the scope of authority of the position;
- Ability to think and work effectively under pressure and accurately complete tasks within established times;
- Ability to prioritize tasks and meet deadlines;
- Ability to maintain confidentiality; and
- Valid California Driver License, transportation and automobile liability insurance in limits acceptable to the Alliance.
**DESIRABLE QUALIFICATIONS:**
- Master’s degree in a related field.
- Working knowledge of SQL.
- Working knowledge of healthcare business analysis.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS:**
- Ability to sit in front of and operate a video display terminal for extended periods of time;
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds; and
- Ability to travel to different locations in the course of work.

**ALL ALLIANCE EMPLOYEES ARE EXPECTED TO:**
- Comply with all Alliance safety requirements; and
- Adhere to all Alliance policies and procedures.

The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The Alliance reserves the right to revise this job description at any time.