

Healthcare Software Support Analyst

About Encoda

Encoda is a leader in real-time healthcare reimbursement automation and technology enabled revenue cycle management services, that empower medical business offices to cost-effectively collect the most money, in the shortest time possible. Encoda was founded in 2006 to design, develop and offer a revolutionary central billing office software platform that remedies the inadequacies of today's medical billing software and clearinghouses, and maximizes the use of HIPAA compliant electronic transactions. That software is our patented, Encoda BackOffice™.

When we designed Encoda BackOffice we drew from more than thirty years of experience developing and implementing physician practice management software, and most importantly, we committed **not** to conform to the all too common, inefficient, and disjointed functionality of today's clearinghouses and practice management systems. We tackled healthcare reimbursement automation by focusing on first principles. We committed to re-imagine how the revenue cycle could be versus what it currently is and what it used to be.

Position Summary

Our support analysts are responsible for maintaining successful relationships with multiple EDI insurance payers from a technical and X12 compliance standpoint and will administer the various applications used to service our customer base. The support team also interacts directly with many of the file processing and technical teams at insurance payers in the medical industry.

Day to day activities include 1:1 client support sessions via chat, phone calls, Zoom, and web ticketing system, remote application support, troubleshooting application issues, EDI troubleshooting, medical accounts receivable A/R management consulting, performing and attending remote/web training, and working with a Customer Success Manager to meet deadlines and deliverables. Encoda software support team members must be able to work autonomously and effectively with minimal supervision.

Responsibilities:

- Support of the Encoda BackOffice EDI platform and related systems
- Knowledge of X12 Healthcare EDI transactions related to ambulatory services in an outpatient setting
- Manage and monitor EDI activities to ensure the automated transfer of files and requests from vendors and partners are received and processed timely without incident
- Assist customers with intent and meaning of ANSI codes used by the insurance carriers during claim submission, adjudication, and eligibility processing
- Administer and create content for business rules related to claim scrubbing and posting of post adjudication files
- Support of Greenway Prime Suite in ambulatory physician groups typically ranging in size from 1-100 physicians

- Provide ongoing application support via chat, phone, ticketing portal, and Zoom for clients and customers
- Display a high level of attention to detail and consultative service skills in each customer encounter
- Conduct needs assessment and troubleshoots with thoughtful and creative solutions
- Fluidity in addressing and prioritizing incoming priorities with daily responsibilities
- Follow tasks, tickets, and assignments to resolution, timely and thoroughly
- A work smart, work hard philosophy
- Thorough working knowledge of and ensuring compliance with HIPAA and other regulatory requirements in all work, communications, and files.
- Ensure that EDI departmental procedures, policies, workflow, and system processes comply with corporate policies and objectives and meet all requirements and regulations
- Honesty, integrity, versatility, patience, and a team mindset is a must for all applicants
- Listening and effective communications
- Ability to bring new and creative dad jokes, a plus.
- All other duties as assigned

We offer a collaborative team-based culture, ability to learn in a respected and revolutionary company, and benefits package including, employee participation plan, medical, dental, and vision, 401K and paid time off.

Schedule:

- Monday to Friday

Education:

- High school or equivalent (Preferred)

Experience:

- Help desk: 1 year (Preferred)
- Windows: 1 year (Preferred)

Work Location: Remote

To apply, please send your resume and cover letter to: info@encoda.com