**Operations Analysis**

Provide support for production and customer servicing areas: Claims production, Member servicing, Provider servicing, Identify the issue and root cause, Provider billing issue, QNXT configuration issues, IS programming issue

Missing or inaccurate instructions for manual workarounds or edit resolutions

Human error or judgment based on the information available

Collaborate with other departments to determine the needed fix

Identify interim workaround until the fix is implemented

Support blockpoint testing including test case review and test result validation

**Project Analysis**

Represent Claims on HMSA corporate projects

Identify Claims department projects. E.g. automation or process improvement

Understand the business needs and translate them into system requirements

Develop and execute a testing strategy and test cases and validate test results

Document operational impacts and manual processes

Develop and deliver training to operations teams

**Data Analysis**

Understand the information needs of the Claims managers and supervisors

Develop reports and dashboards that meet management needs

Identify and monitor key performance indicators that measure the health of our operations and systems

Analyze data to identify trends and anomalies that may need attention

Identify root causes and implement solutions for automation and process improvement

Support audits and compliance with various programs (e.g. MCR, Fed 87, FEP, BlueCard) and employer groups