



JOB TITLE:	Complaints and Grievances Specialist	DATE:	5.13.2008
DEPARTMENT:	Intervention Services	REPORTS TO:	C&G Supervisor
DIVISION:	Mequon	GRADE:	7
		FLSA:	Non-Exempt

JOB SUMMARY:

Appropriately document and maintain the complaint database to track, research and update member grievances, complaints, appeals, hearings and state directives. If necessary, request additional information, interview dental office staff, request copies of dental records, order site visits and/or arrange for a second opinion consultation. Coordinate with internal staff, when necessary, to resolve cases. Meet guidelines and turnaround times set by state regulations for resolving all grievances, complaints, appeals hearings and directives.

JOB RESPONSIBILITIES:

- Resolve / investigate complaints and grievances in accordance with State and/or Plan guidelines.
- Represent Doral Dental USA in a professional manner at all times.
- Communicate to management ways to improve processes and productivity of company.
- Establish and maintain professional relationships with Plan contacts.
- Document all complaints in the complaints and grievances database.
- Manages workflow to meet department, Plan, State, and Doral goals and deadlines.
- Completes special projects as requested.
- Other duties as assigned.

JOB REQUIREMENTS:

- Experience working in a managed care environment is desired.
- High School Diploma or GED required
- College degree is desired. (Degrees in communications, social work, health care, or psychology preferred.)
- The following skills and abilities required:
 - Knowledge of general computer software (Excel, MS Word and Access).
 - Good PC skills.
 - Effective oral communication and business writing skills are required.

- Typing skills of 40+ words per minute.
- Attention to detail, accuracy and organizational skills are essential.
- Effective interpersonal skills are essential.
- Ability to prioritize and adapt to changing priorities is essential.
- Excellent written and verbal communication skills.
- Ability to prioritize and organize multiple tasks.
- Ability to remain organized with multiple interruptions.
- Excellent analytical ability.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

- Ability to communicate in an active office environment.
- Ability to efficiently operate all job-related office equipment.
- Ability to communicate via telephone.
- Ability to sit for 80% or more of an 8-hour workday.
- Ability to read and view computer screen.
- The Complaints and Grievances area is located in a wheelchair accessible building.
- The office environment is active with high voice levels and interruptions that may challenge hearing and concentration.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform this position.

*** In accordance with DentaQuest's Compliance Plan, employee must conduct DQV business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQV's Compliance Officer. ***

DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.