

## **TennCare Eligibility Appeals Resolution and Preparation Director**

### **Job Description:**

The Bureau of TennCare is seeking an Appeals Resolution and Preparation Director in the TennCare Eligibility Appeals organization. The Appeals Resolution and Preparation Director will lead a team of twenty-four consisting of TennCare Program Coordinators and Managed Care Program Manager 2's. The group will try to resolve appeals prior to hearing by answering questions and taking corrective action when applicable. TennCare Program Coordinators from this team will testify on behalf of the Bureau of TennCare if the appeal reaches an administrative hearing. The Appeals Resolution and Preparation Director will directly supervise the TennCare Program Coordinators and Managed Care Program Manager 2's. This position will work closely with the Litigation Director in preparing the employees from their respective Units for hearings. The Appeals Resolution and Preparation Director will prepare and review statistical reports monitoring the appeals work flow and ensure that timely due process is afforded in all TennCare and CoverKids eligibility appeals through the accurate and timely processing of each appeal.

### **Qualifications:**

- Bachelor's Degree
- Minimum of four years management/supervision experience in either state government, healthcare or eligibility related field
- Ability to foster and maintain cohesive working relationships
- Ability to adapt to changing priorities and deadlines
- Ability to exercise sound judgment
- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Excellent writing and communication skills required

### **Job Location:**

Nashville, Tennessee

**How to Apply:** Qualified candidates should send their resumes along with a cover letter to [kayla.turner@tn.gov](mailto:kayla.turner@tn.gov) before June 15, 2016.