Health Information Technology Career Pathways

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Industry Overview

Careers in Health Information Technology (HIT) are a fulfilling path to lifelong learning and helping others. Healthcare jobs are expected to grow rapidly, increasing by about 2.3 million jobs by 2024*. HIT needs people like you who are dedicated to helping those in need of care while enjoying a well-paying career.

In HIT, you'll have a chance to improve health care quality every day. Whether you're an Information Specialist working to prevent medical errors or a Coding Trainer who helps trainees learn coding best practices, your will work will make a positive difference in other's lives.

The HIT industry is complex and changes quickly. To help you navigate this industry, we've created the HIT Career Pathways Guide. While specific job titles, duties, requirements and salaries will vary by organization, this guide can help you understand where you want to be in this exciting industry. Entry, mid-level and higher-level jobs are profiled in this guide, giving you the chance to look ahead and chart your career path beyond your immediate next job.

*Bureau of Labor Statistics, Occupational Outlook Handbook, http://www.bls.gov/ooh/healthcare/home.htm

Career Pathways - Your Key to Success

You will spend nearly 100,000 hours of your life working! Why spend it doing something you don't enjoy?

Instead of falling into a career by chance, take control of your future. Now is the time to think about your interests, skills, and where you want to go in life. But how can you decide where to go when you don't know what the possibilities are?

The answer is Career Pathways. Read through this helpful guide to see what the future holds for you. Which jobs sound interesting? Which jobs will get you to your longer-term goals for your career? To find out, read on!

How to Use This Resource

In this guide, you'll learn more about the HIT industry, different types of jobs within the industry, and what those jobs involve.

Pay particular attention to your initial reaction as you read through the information. What goes through your head as you read the Job Description and the Competencies? Those jobs that sound interesting or inspire you to want to know more are the ones to mark for further consideration.

Read about the education required for any jobs you are interested in. Is it a program you're already in or that sounds interesting to you? Next, it's wise to take a look at the transitional jobs to see what jobs would be similar in skills and duties. It's good to know the full range of your potential in this job. Finally, take a look at the promotional roles. As you continue to gain more experience and perhaps more education, these are the jobs where you could find yourself in 5 or 10 years.

It's good to keep in mind that while these jobs all have minimum educational levels required to get the job, your work experience in HIT is also key to advancing in the industry. For many organizations, your years of experience in the field are just as important as the education needed.

Career Pathways Key and Terms to Know

Job Family- Grouping of jobs that have similar functions and areas of expertise.

Level- Entry, Mid, and High level jobs are described in this guide. Each job is marked with "E" for entry, "M" for Mid, and/or "H" for high-level jobs within the field.

Job Title- Common title for this position, may vary slightly by organization.

Alternate Title- Other names this job may be called.

Job Description- A brief summary of duties and responsibilities in this job. This will give you an overview of the job, remember that specific duties will vary by organization.

Transitional Job- Jobs that are similar in level of responsibility, level of education needed, pay and other factors.

Promotional Job- Jobs that have higher levels of responsibility and pay and will often require more education and HIT experience.

Annual Pay- Average yearly wage for this job in Colorado. This will vary by company and be based on your experience, education, location and other factors.

Education- The minimum education most companies require for this job.

Competencies- These are skills and tasks needed to be successful in this job or job family.

The Industry at a Glance

Compliance & Risk Management	Education & Communication	Informatics & Data Analysis	Interoperability	IT & Infrastructure	Operations, Medical Records, & Administration	Revenue Cycle Management
Compliance Officer	Program Director	Director of Informatics Strategy	Release of Information (ROI) Manager	EHR Director	E-MPI Manager	Director of Coding
Compliance Manager	Faculty	Research and Development Scientist	Mapping Specialist	Manager of Information Technology Security	HIM Manager	Revenue Cycle Manager
Data Quality Manager	Coding Quality Educator	Data Sciences Manager	Project Manager	IT Network Systems Manager	HIM Analyst	Coding Manager
Compliance Auditor	ICD-10 Educator	Business Data Scientist	System Integration Manager	Clinical Architect	Information Governance	Reimbursement and Insurance Manager
Credentialing Specialist	Trainer	Technology Project Manager	Health Information Exchange (HIE) Manager	Data Architect	Program Evaluation Manager	Clinical Documentation Improvement Specialist
Business Analyst		Clinical Health Information Technology Advisor	Meaningful Use Specialist	EHR Implementation Specialist	Consultant	HIM Revenue Cycle Auditor
Coding Quality Coordinator		Content Analyst	Health Information Exchange (HIE) Specialist	Data, Application or System Analyst	Patient Care Coordinator	Coding Specialist (certified)
Quality Improvement Analyst		Data Analyst	Release of Information (ROI) Specialist	IT Service Desk/Technician	Application Services Imaging Manager	Benefits Coordinator
Reception/Administrative Assistant		Data Integrity Analyst			Health Information Services Technician	Customer Service Representative: Medical Billing
		Business Intelligence Analyst			Medical Office Administrator	Reimbursement Specialist
		Information Specialist			Medical Records Specialist	
					Patient Registrar	
					Application Analyst	

Compliance & Risk Management

Job Family Overview	Key Competencies in Compliance & Risk Management
Employees in this part of HIT work to make sure that the information in patient records is accurate and follows policies that protect the patient and the healthcare organization. Keeping patient's information secure is also vitally important. Whether you're looking into the Receptionist/Administrative Assistant job or a position as a Compliance Auditor, your role is a key part of making sure patient information is correct and is kept private.	Organize and prioritize information with strong attention to detail Apply knowledge of coding and health information technology policies and procedures Identify and solve problems Exercise discretion with highly sensitive/confidential information Utilize Microsoft Office Communicate effectively verbally and in writing

Level	Title	Alternate Title	Short Description	Transitional job	Promotional job	Annual pay	Education	Competencies
H	Compliance Officer		The Compliance Officer will provide full time oversight for the implementation and maintenance of the Health Management Compliance and HIPAA programs at the assigned hospital(s), physician practices, and other company service lines in the market.	HIM Manager; Consultant; Manager Information Technology Security		$80k-120k	Bachelor's, Certified Healthcare Compliance and Certified Healthcare Privacy Compliance	-Analyze policies and procedures to ensure organizational compliance with regulations and standards -Collaborate with staff in preparing the organization for accreditation, licensure, and/or certification -Understand the importance of healthcare policy-making as it relates to the healthcare delivery systems
M/H	Compliance Manager	Regulatory and Compliance Manager; Chief Compliance Officer	The Compliance Manager provides guidance to facility entities regarding established corporate-wide compliance program, policies and procedures to ensure adherence to applicable laws, regulations, and other governmental requirements as appropriate.	Data Quality Manager	Compliance Officer; Manager Information Technology Security	$80k-120k	Bachelor's CHPC or CHC-P CHC	-Adhere to the legal and regulatory requirements related to health information management -Analyze current regulations and established guidelines in clinical classification systems -Enforce laws, rules, and regulations with entities in the organization -Clearly communicate and explain laws, rules and regulations
M/H	Data Quality Manager		The Data Quality Manager coordinates and delegates the program activities at healthcare facilities by working with physicians and members of the multi-disciplinary care team as appropriate to achieve organizational goals related to the medical staff.	Consultant	HIM Manager	$45k-65k	Bachelor's CPHQ	-Apply policies and procedures to ensure the accuracy and integrity of health data both internal and external to the health system -Utilize data for facility-wide outcomes for quality management and performance improvement -Enable cooperative and productive group interactions -Coordinate ideas and resources to achieve goals

			Description			Salary	Education/Certification	Competencies
M	**Compliance Auditor**	Compliance Auditor Coding	The Compliance Auditor shall be primarily concerned with performing reviews to determine the accuracy of inpatient and outpatient coding. Responsible for performing compliance and operational audits to identify compliance-related risks, internal control weaknesses, revenue capture opportunities and determine the root cause of any identified noncompliance with government rules and regulations, state laws and policies and protocols.	Data Quality Manager	Coding Trainer; Coding Manager	$40k-61k	Bachelor's RHIA, RHIT, CCS, CCS-P, CPC, CPC-H	-Use knowledge of ICD-10 and CPT coding -Perform accurate arithmetic calculations -Identify potential abuse or fraudulent trends through data analysis -Identify discrepancies between supporting documentation and coded data -Develop appropriate physician queries to resolve data and coding discrepancies
E	**Credentialing Specialist**	Medical Staff Specialist	The Credentialing Specialist/Coordinator provides the coordination of medical staff credentialing, CME functions, and MSO functions. Additional duties include maintenance of database for these functions, data entry and preparation of reports and statistics, and general clerical and organizational support. Responsible for coordinating activities related to the credentialing and privileging of initial applicants and reappointment applicants.		Health Information Technician	$33k-42k	High School Diploma or GED NAMSS Certified	-Collect and maintain health data, apply tools for data presentations and reports -Review credentialing files and work with healthcare providers to obtain missing, incomplete items -Establish and maintain working relationships with healthcare providers -Maintain consistent contact with healthcare providers to ensure that expectations are clear -Utilize advanced problem solving skills to resolve issues and conflicts that may arise
E	**Business Analyst**		The Business Analyst applies sophisticated knowledge and skills in the use of and manipulation of multiple databases, including, Medical Center databases/systems, audit, education, risk, privacy, information security and employee screening as well as external benchmarking. The Business Analyst defines, designs, and updates reports and databases and participates on committees and workgroups.	Project Manager	Consultant	$48k-65k	Bachelor's CHDA	-Explain analytics and decision support -Apply report generation technologies to facilitate decision-making -Utilize software and databases in the analysis of health information management -Apply information and data strategies in support of information governance initiatives
E	**Coding Quality Coordinator**	DRG Coordinator; DRG Validator	The Coding Quality Coordinator performs quality reviews of records coded by the coding staff and validates the ICD-10-CM codes and Diagnosis Related Groups (DRG) assignments appropriateness to ensure consistency and efficiency in inpatient claims processing. Validates assignment of codes and provides trending and analysis of coding and DRG issues. Work with Finance Department, Quality Department, Denials Team, Compliance and with the Coding Manager to report any trends that may be found.	Quality Improvement Analyst; Coding Specialist		$35k-55k	High School Diploma or GED Associate's preferred RHIA, RHIT, CCS, CCS-P, CCA, CPC, CPC-H	-Analyze current regulations and established guidelines in clinical classification systems -Evaluate the accuracy of diagnostic and procedural coding and groupings -Apply policies and procedures to ensure the accuracy and integrity of health data -Verify the documentation in the health record is timely, complete, and accurate
E	**Quality Improvement Analyst**	QI Coordinator	The Quality Improvement Analyst will analyze, review, forecast, trend and intuitively present information while selecting, recommending and applying appropriate analytical and statistical methodologies and techniques to measure trends, progress or change.	Coding Quality Coordinator	Data Quality Manager; Compliance Auditor	$40k-60k	Bachelor's CIPRN	-Utilize database tools -Apply graphical tools for data presentations -Utilize tools to monitor, report, and improve processes -Explain current trends and future challenges in health information exchange

Level	Title	Alternate Title	Short Description	Transitional job	Promotional job	Annual pay	Education	Competencies
E	Reception/ Administrative Assistant		The Receptionist/Administrative Assistant performs a variety of secretarial and clerical duties in support of staff and programs such as: receptionist, scheduling appointments, process accounts receivable, perform data entry, maintain/update database and data files, process payroll, maintain employee files, process new and potential employees, assist with budget, provide technology support and provide customer service.	ROI Specialist; Patient Registrar	Medical Records Specialist	$25k-35k	High School or GED or Associate's	-Use computer applications and database applications -Operate standard office equipment -Attend to details and pursue quality in accomplishing tasks -Build and maintain customer satisfaction

Education & Communication

Job Family Overview	Key Competencies in Education & Communication
Careers in education, training, and communication related to health information technology support professional development, facilitate networks, and provide tools and resources to help people in HIT succeed. You'll need to be a great communicator and fully understand the depth and breadth of health information technology industry.	Apply knowledge of health information technology and healthcare systems Communicate effectively verbally and in writing Explain the methodology of training and development Explain return on investment for employee training/development Understand accreditation requirements Apply instructional design

Level	Title	Alternate Title	Short Description	Transitional job	Promotional job	Annual pay	Education	Competencies
H	Program Director		The Program Director manages the program in adherence with accreditation requirements. The Program Director is responsible for curriculum development and redesign, managing full-time and adjunct faculty, and advising students. The Program Director also coordinates professional practice experiences and recruits students.	Consultant		$60k-80k	HCR / MBC Diploma or Certificate CCS or CPC	-Ensure adherence to accreditation requirements -Apply knowledge of health information technology -Enable cooperative and productive group interactions -Structure and direct work on projects and programs -Oversee Learning and Development teams
M/H	Faculty	Professor	The Faculty position is responsible for the development and teaching of assigned courses. Additional duties include advising, service on university committees, and engagement in scholarly activities.	Consultant	Program Director	$50-70k	HCR / MBC Diploma or Certificate CCS or CPC	-Ensure adherence to accreditation requirements -Apply knowledge of health information technology -Enable cooperative and productive group interactions -Apply teaching and training best practices
M	Coding Quality Educator	Coding Auditor; HIM Coding Trainer	The Coding Quality Educator is responsible for auditing electronic health records to determine whether the documentation corresponds with the codes assigned. Instructs current coders and trainees on coding changes and identified issues. Provides education to coders. Assures facility achieves coding goals and adheres to compliance standards.	Coding Manager	Director of Coding	$55k-80k	High School Diploma and CCS RHIT w/ CCS	-Apply knowledge of medical coding practices -Enable cooperative and productive group interactions -Apply knowledge of current EHR (Electronic Health Records) systems

Level	Title	Alternate Title	Short Description	Transitional job	Promotional job	Annual pay	Education	Competencies
M	**ICD-10 Educator**	ICD-10 Training & Certification Manager	The primary purpose of the ICD-10 Educator position is to manage the efficient and effective design, development and delivery of training and certification education components for the ICD-10 program. Provide education project management leadership for the ICD-10 education program. Implement functional excellence training, including the design and delivery of basic, intermediate, and advanced ICD-10 training, as required.	Coding Manager	Program Director; Director of Coding	$60k-90k	High School Diploma or GED IDC-10 Certified CCS or CPC	-Formally deliver information to groups -Apply knowledge of coding -Explain the methodology of training and development -Apply current regulations and established guidelines in clinical classification system
E	**Trainer**	HIM Coding Educator	Trainers are responsible for designing, conducting and facilitating educational training to employees in coding ICD-10, CPT and HCPCs Level II coding guidelines, modifier guidelines, proper diagnosis and procedure code selection, documentation guidelines and abstracting for reimbursement, insurance and statistical reports. Conducts new employee orientation and training for all new coding staff employed within the department.		Coding Trainer	$35k-50k	Associate's RHIT and/or RHIA and/or CCS and/or CPC IDC 10 Certified	-Formally deliver information to groups -Apply knowledge of coding in educational setting -Develop curricula -Explain the methodology of training and development

Informatics & Data Analysis

Job Family Overview	**Key Competencies in Informatics & Data Analysis**
Healthcare Informatics and Data Analysis careers are a rapidly growing area of work. This field combines communications, information technology, and healthcare to improve the quality and safety of patient care. These careers involve acquiring, storing, retrieving and analyzing healthcare information to allow better collaboration among a patient's various healthcare providers. You'll be working to improve patient care while building a rewarding career.	Knowledge of programming and analytics platforms Computer literacy with spreadsheets, word processing and database software and business systems (Word, Access, Excel, PowerPoint, MS Project, VISIO, etc.). Analyze and interpret data Effectively communicate orally and in writing with both technical and non-technical staff Organize and prioritize work, handle multiple assignments, and meet deadlines

Level	Title	Alternate Title	Short Description	Transitional job	Promotional job	Annual pay	Education	Competencies
H	**Director of Informatics Strategy**	Director of Medical /Clinical Informatics	The Director of Informatics Strategy serves as the primary facility resource for EHR initiatives. This position will lead project teams through the EHR and EHR-related implementation. The Director of Informatics Strategy uses clinical expertise, operational processes, and information systems to coordinate with leadership and key end users of the care management and analytics systems and with the information technology (IT) organization in the planning, implementation, evaluation, training and adoption of these systems.	Compliance Officer	Program Director; Consultant	$80k-$120k	Master's in analytics, information systems, business, finance, or other related field	-Explain the process used in the selection and implementation of health information management systems -Utilize health information to support enterprise-wide strategic planning -Utilize tools and techniques to monitor, report, and improve processes

	Job Title		Description			Salary	Education	Skills
H	**Research and Development Scientist**	Clinical Research Informatics; Lead Analyst	The Research and Development Scientist supports efforts to create innovative solutions that advance the capabilities of HIT. Individuals trained for these positions would also be expected to take positions as teachers in institutions of higher education including community colleges, building health IT training capacity across the nation.	Program Director	Compliance Auditor	$65k-$90k	Master's in analytics, information systems, business, finance, or other related field	-Apply data analytics -Research and develop data models -Apply advanced statistics -Utilize common research methodologies and explain why they are used in healthcare
M/H	**Data Sciences Manager**		The Data Sciences Manager partners with stakeholders from all business units and related third parties to build a framework for population health analytics and analyze healthcare data. Other duties include participating in predictive analytics projects, developing stratification algorithms and approaches for the organization, and providing advice to other teams for designing and building efficient infrastructure architectures for claims data analysis, data cleansing, data transformation, and data integration.		Director of Informatics Strategy	$85k-120k	Master's Ph.D. preferred	-Apply report generation technologies to facilitate decision making -Apply advanced statistics -Analyze large complex, multi-dimensional data sets with a variety of tools
M	**Business Data Scientist**		The Business Data Scientist is responsible for analysis, modeling, and reporting of health-related financial and contractual data. Work closely with the finance, accounting, and auditing teams to provide reports and analysis needed internally and for external stakeholders. Design and implement research projects. Act as a key adviser throughout the Information Systems teams with regard to finance, accounting, and contracts.	Data Sciences Manager;	Research and Development Scientist	$70k-80k	Master's in analytics, information systems, business, finance, or other related field	-Utilize accounting or billing systems to extract meaningful data -Utilize budgeting and budget forecasting techniques -Apply advanced analytics skills, such as multilevel modeling, factor analysis, classification techniques, and simulation, along with basic analysis
M	**Technology Project Manager**		The Technology Project Manager uses clinical expertise to help guide the evolution of clinical software, and help clinicians focus on high-quality personalized patient care. The project manager helps provider organizations use software to improve their care processes.	Clinical Health Information Technology Advisor		$75k-95k	Bachelor's in mathematics, computer science, IT, engineering, health care administration or related field	-Manage and track software issues and enhancements with software -Manage large and complex projects and process improvement initiatives -Structure and perform analysis and conduct primary research -Use research to design and develop solutions
M	**Clinical Health Information Technology Advisor**		The Clinical Health Information Technology Advisor (CHITA) supports practice transformation objectives by coaching designated clinical practices in the optimal use of available technology and data. The CHITA will help optimize data input and extraction, data integrity, clinical quality measure reporting, data analysis, and application of data insights to guide quality improvement activities in the clinical practice setting. Collaborate closely with the healthcare practice's internal HIT personnel.	Business Data Scientist	Director of Informatics Strategy	$65k-80k	Bachelor's in mathematics, computer science, IT, engineering, health care administration or related field	-Apply report-generation technologies to facilitate decision-making -Analyze data to identify trends -Explain common research methodologies and why they are used in healthcare -Apply policies and procedures to ensure accuracy and integrity

E/M	**Content Analyst**	Content Developer	The Content Analyst is responsible for supporting the development and design of clinical information systems and treatment protocols for deployment to the organization's platforms. The Content Analyst evaluates the needs and requirements of the client community and serves as an advocate in promoting the use of information technology in the clinical setting.	Data Architect	Research and Development Scientist	$40k-60k	Bachelor's in mathematics, computer science, information technology, health care administration or related field	-Analyze the documentation in the health record to ensure it supports the diagnosis and reflects the patients' progress, clinical findings, and discharge status -Differentiate information to support documentation requirements throughout continuum of healthcare system -Utilize enterprise wide information assets in support of organizational strategies and objectives
E/M	**Data Analyst**	Data Informatics Analyst	The Data Analyst works independently to document external data acquisition policies and procedures as well as interface with other business units to define and document data needs and ad-hoc analysis requirements. Makes strategic data-related decisions by designing and building production reports necessary to answer key business questions. This position analyzes need, develops or streamlines computer programs, and automates data collection and dissemination to ensure efficient provision of timely, actionable and accurate executive, managerial, and operational information.	Data Integrity Analyst		$50k-70k	Bachelor's in mathematics, computer science, information technology, engineering, health care administration or related field	-Summarize a collection methodology for data to guide strategic and organizational management -Apply knowledge of SQL -Utilize analytics software such as Business Objects, SAS, SPP, Cognos, Crystal Reports -Apply information and data strategies in support of information governance initiatives
E	**Data Integrity Analyst**	Quality Data Analyst; System Data Integrity Manager/Specialist; Data Integrity Officer	The Data Integrity Analyst manages the daily reporting, monitoring, evaluation and development of the HIM computer systems. They assure continuous quality management of data standards and content ensure that information is useable and actionable. Collects, analyzes, and reports on data using information technologies to support departmental/ organizational initiatives.	Data Analytics; Business Intelligence	Consultant	$55k-70k	Bachelor's	-Analyze health care data from conceptualization through presentation of the data -Utilize analytical tools (e.g. Crystal Reports, Excel) -Maintains and validates HIM databases -Explain analytics and decision support
E	**Business Intelligence Analyst**		The Business Intelligence Analyst works to gather and document business requirements, conduct process analysis, and draft conceptual design. Aids the Business Intelligence team in designing and maintaining the architecture for the project, including extract, transform, load processing requirements, metadata design, data validation, testing and impact analyses.	Information Specialist; Data Integrity Analyst/ Specialist	Business Data Scientist	$65k-85k	Bachelor's	-Apply knowledge of budgeting -Analyze data -Apply application development lifecycle and project management disciplines -Communicate and engage effectively with all levels of the organization
E	**Information Specialist**	Information Technology Specialist	The Health Information Specialist is responsible for overall clinical record quality and for organizing and maintaining medical records consistent with regulations, policies and procedures and established best practices.	Business Intelligence; Data Integrity Analyst/ Specialist	Business Data Scientist	$40k-60k	Associate's	-Collect and maintain health data -Apply policies and procedures to ensure the accuracy and integrity of health data -Analyze medical records for accuracy and completeness -Conduct and execute continuous quality improvement projects

Interoperability

Job Family Overview

In healthcare, interoperability is the ability of different information technology systems and applications to exchange data and use the information that has been exchanged. Careers in this field support the data exchange and technologies that permit data to be shared across clinicians, labs, hospitals, pharmacies, and patients regardless of the application or application vendor. These roles are essential in ensuring that systems work together and across organizational boundaries in a complex health information system.

Key Competencies in Interoperability
Basic knowledge of HIM department functions and operations
Ability to conceptualize the flow of information through the hospital and systems
Knowledge of release of information and clinical data access laws and regulations
Use certified electronic medical records to ensure quality, engage patients, and improve care
Understanding of basic database structures, tables and querying functions
Troubleshoot problems or questions
Strong verbal and written communication skills

Level	Title	Alternate Title	Short Description	Transitional job	Promotional job	Annual pay	Education	Competencies
M/H	Release of Information (ROI) Manager	ROI Supervisor	The ROI Manager is responsible for supervising the Release of Information team to ensure the timely and compliant processing of requests for patient information, as well as establishing and monitoring workflows. Provides departmental and organizational guidance on regulations, standards, and expectations of access and disclosure or patient information.	HIE Manager, Information Governance	EHR Director	$55k-75k	Associate's in RHIA or RHIT or Bachelor's degree in HIT	-Apply policies and procedures surrounding issues of access and disclosure of protected health information -Utilize data or facility-wide outcomes reporting for quality management and performance improvement -Apply the fundamentals of team leadership
M	Mapping Specialist	Point of Care Mapping Specialist	The Data Mapping Specialist manages the development and maintenance of mappings between healthcare related data or code sets including SNOMED CT and classifications or other terminological systems.	Data, Application or System Analyst	Coding Trainer; Coding Manager; Consultant; Director of Clinical Informatics	$40k-65k	Bachelor's	-Participate in defining standard terminologies -Conduct clinical mapping and standardization of coded and un-coded data from EMR/EHRs -Coordinate with physician specialists -Define data standards in multiple clinical areas -Develop and contribute to data standard related editorial policies/change management policies
M	Project Manager		The Project Manager will coordinate the delivery of multiple projects, developing cost benefit analyses for the program, communicating to an executive committee, and creating and reporting program status utilizing a dashboard. Responsible for allocating resources across the multiple projects, defining project policies and managing the financial concerns of the program. The Project Manager must be able to utilize and effectively communicate technical components of projects.	Health Information Exchange (HIE) Manager; Consultant	HIM Manager	$70-90k	Bachelor's	-Recognize the impact of change management on processes, people and systems -Utilize tools and techniques to monitor, report, and improve processes -Identify cost-savings and efficient means of achieving work processes and goals -Utilize data for facility-wide outcomes reporting for quality management and performance improvement

	Role	Alt Title	Description	Related Role 1	Related Role 2	Salary	Education	Competencies
M	**System Integration Manager**	Manager of System Clinical Integration	The System Integration Manager ensures the conversion of requirements and procedures into the necessary applications, programs and code required to ensure smooth system integration. Creates and reviews external interface code; contributes to the library of detailed interface and integration technical documents. The System Integration Manager must demonstrate expertise by managing the successful build and maintenance of the EHR integration environment.	Health Information Exchange (HIE) Manager; Mapping Specialist	Manager of Information Technology Security	$70-100k	Bachelor's	-Utilize tools and techniques to monitor, report and improve processes -Explain current trends and future challenges in health information -Apply policies and procedures surrounding issues of access and disclosure of protected health information -Demonstrate knowledge of coding and information security
M	**Health Information Exchange (HIE) Manager**		The HIE Manager is responsible for training, adoption, and managing expectations regarding HIE functionality with workflow. This position focuses on the technical work involved in implementations including planning, scheduling, estimating, forecasting, coordinating and managing delivery of all IT deliverables. This role works closely with program managers, business development, software vendor(s), and community resources.	ROI Manager, Information Governance		$70k-90k	Bachelor's	-Utilize tools and techniques to monitor, report and improve processes -Explain current trends and future challenges in health information exchange -Apply knowledge of release of information processes in accordance with HIPAA and patient confidentiality -Coordinate with IT vendors to identify the technical approaches -Develop processes including planning, analyzing, designing, testing and acceptance of IT system and/or application
E/M	**Meaningful Use Specialist**	Clinical Informatics Specialist	A Meaningful Use Specialist provides access to the most current technology to develop and maintain a program. Works to ensure the facility, its employees, and its affiliates comply with all the HITECH Act requirements, deadlines, and goals for each of the current stages of Meaningful Use and are prepared to address future stages of Meaningful Use.	Implementation Support Specialist; EHR Implementation Specialist	Compliance Auditor	$50k-65k	Bachelor's	-Analyze end-user issues, workflow problems, enhancement requests, and provide updates on fixes to known issues -Monitor issues and trends as reported by end-users -Communicate system changes, enhancements, releases and optimization opportunities -Identify enterprise workflow improvement opportunities -Apply confidentiality, privacy, and security measures and policies to protect electronic health information
E	**HIE Specialist**	ACO Specialist	The HIE Specialist is responsible for effective operation and maintenance of the HIE's software and related infrastructure through administration, coordination and support for existing stakeholders. Collaborates with interface teams in the troubleshooting and resolution of application related issues.	Meaningful Use Specialist	HIE Manager	$55-70k	Bachelor's	-Manage relations with organizations and providers -Utilize tools and techniques to monitor, report and improve processes -Utilize processes for IT system planning, integration, testing -Apply knowledge of release of information processes in accordance with HIPAA and patient confidentiality -Use basic knowledge of patient registration and patient accounting processes
E	**Release of Information (ROI) Specialist**	ROI Clerk	The Release of Information Specialist ensures only authorized individuals have access to the patient's medical information and that all release of information is in compliance with the request, authorization, company policy and HIPAA statutes. Logs medical and billing record requests. Answers phone calls from patients, requesters, and clients to provide status updates and information.	Meaningful Use Specialist	ROI Manager	$20k-35k	High School Diploma or GED	-Apply policies and procedures surrounding issues of access and disclosure of protected health information -Build and maintain customer satisfaction -Attend to detail and pursue quality in accomplishing tasks

IT & Infrastructure

Job Family Overview							Key Competencies in IT & Infrastructure

Job Family Overview

In healthcare, careers in information technology (IT) and infrastructure focus on developing, managing, connecting, testing and fixing the system networks and databases, or the backbone of the health information system. In this area of HIT, you'll need to utilize advanced computer skills including computer programming languages, web technologies, and specific software applications. In addition to understanding the technology, good communication and collaboration skills are important as you work with a team to achieve organizational goals.

Key Competencies in IT & Infrastructure

Demonstrate knowledge of medical organizations, committees, department functions
Knowledge of process and project management
Demonstrate effective communication with patients, medical and office staff
Utilize independent decision-making
Ability to handle multiple projects

Level	Title	Alternate Title	Short Description	Transitional job	Promotional job	Annual pay	Education	Competencies
H	Electronic Health Records (EHR) Director		The EHR Director is responsible for compiling and reporting protocol activity, accrual data, and financial information to administration. Leads the EHR team and coordinates with process improvement team in strategic planning processes and implementation.	Director of Informatics Strategy		$80k-120k	Bachelor's in Network Engineering, Computer Science or related field	-Apply policies and procedures surrounding issues of access and disclosure of protected health information -Utilize knowledge of hospital organizations, committees, department functions, and performance improvement activities -Research and collect data for reporting purposes -Organize and facilitate meetings
H	Manager of Information Technology Security	Information Security Manager; IT Security Manager	The Manager of Information Technology Security serves as the process owner for all ongoing activities related to the availability, integrity, and confidentiality of the patient, provider, employee, and business information. Responsible for ensuring data is safeguarded against unauthorized access, modification or theft. This position is responsible for managing every day operations related to user provisioning and Information Security operations in general. Responsibility for system-wide management of the IT Security Operations.	Compliance Officer; Consultant	EHR Director	$75k-99k	Bachelor's	-Apply information and data strategies in support of information governance initiatives -Utilize enterprise wide information assets in support of organizational strategies -Use information security and access technologies -Apply federal and state privacy and security laws, regulatory requirements, and standards for maintaining information security and confidentiality
M/H	IT Network Systems Manager	Manager of Systems Administration	The IT Network Systems Manager concentrates on the overall health of the network, server deployment, security, and network connectivity. Serves as liaison between software vendors and IT. Helps plan, install, test, and maintain all networks. Designs and supports network projects to enhance clinical and healthcare financial workflows. Assists in administration of HIPAA security requirements for the hospital system.	Data Architect	System EHR Director	$70k-90k	Bachelor's in Network Engineering, Computer Science or related field	-Evaluate and plan for networking needs of all clinical and financial areas -Maintain hardware in a fully operational condition -Develop documentation on design and components of networks -Develop and maintain a viable disaster plan for medical center networks -Install and maintain relational databases for networked systems

			Description			Salary	Education	Knowledge, Skills, and Abilities
M	Clinical Architect		The Clinical Architect provides support and coordination of activities designed to enhance the content and functionality of the enterprise clinical information system. The Clinical Architect participates with facility and project leadership to assure successful adoption of new functionality for the EHR and related applications and initiatives.		Program Director	$50k-70k	BA in IT, health care administration or related field	-Apply policies and procedures to ensure the accuracy and integrity of health data -Apply confidentiality, privacy and security policies and procedures for internal and external use and exchange to protect electronic health information -Utilize software in the completion of HIM processes
M	Data Architect	Data Mining Engineer	The Data Architect oversees the development of target data architecture, design principles, quality control, and data standards. The Data Architect works collaboratively with business subject matter experts and developers to identify data needs and ensure the integrity of the data warehouse.		Business Analyst	$70-90k	Bachelor's in Information Technology or related field	-Apply policies and procedures to ensure the accuracy and integrity of health data -Apply data modeling and analysis -Utilize database design -Use mathematical techniques to calculate data and solve problems
E/M	EHR Implement-ation Specialist	EHR Training Specialist; Practice Workflow Implement-ation Specialist	The EHR Implementation Specialist provides effective and timely training of new clinical and operational staff on the electronic health record and practice management systems. Serves as a resource in on-going support of staff using these systems. Assists in the implementation of upgrades and assures a smooth transition to these new systems and is part of the process improvement team.	Data Architect; Data, Application or System Analyst	Compliance Auditor; Project Manager	$55k-75k	Bachelor's	-Apply knowledge of clinical and business workflows to achieve strategic outcomes for the implementation -Apply report generation technologies to facilitate decision making -Analyze content and negotiation of any user requested modifications -Analyze data conversion needs
E	Data, Application or System Analyst	Tech Analyst; System Analyst Programmer	The Data Application/ System Analyst designs, implements, tests, validates, and supports software applications or computer systems. The Application Analyst will provide system-level support of multi-users in clinical and financial applications, operating systems, hardware, software, and reporting tools.		Data Integrity Analyst; Data Architect	$59k-85k	Bachelor's in IT, Computer Science, Software Engineering or healthcare related field	-Apply knowledge of clinical and business workflows to achieve strategic outcomes for the implementation -Utilize software in the completion of HIM processes -Identify and implement business solutions in cooperation with others -Maintain and keep current all related system applications and interface documentation
E	IT Service Desk/ Technician		The IT Technician provides technical assistance and support services for inquiries or issues related to the operation of computer systems, software and hardware. Support responses to inquiries are either in person or over the phone. This position is also responsible for imaging, installation, modification and repair of computer hardware and software.		Data Architect; Data, Application or System Analyst	$30k-45k	Associate's	-Provide technical assistance and support for issues related to computer systems, software, and hardware -Maintain daily performance of computer systems at various health center locations -Install, modify, and repair computer hardware and software -Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems -Train computer users, write training manuals, and respond to email/phone messages for employees seeking assistance

Operations, Medical Records, & Administration

<table>
<tr><td colspan="2">Job Family Overview
Health information technology's operations and administration functions are key to streamlining the process of providing healthcare to improve quality and mitigate costs. Healthcare information managers, analysts, and coordinators oversee the business components of providing healthcare services, managing health information systems that house all medical documents, insurance information, and documentation for a health care facility. It is common for health information administrators to work in hospitals, nursing homes, home care agencies, medical clinics, and health maintenance organizations.</td><td colspan="2">Key Competencies in Operations, Medical Records, & Administration
Ability to manage multiple competing, complex tasks
Demonstrate adaptability, flexibility, approachability
Work with others in a highly collaborative team environment
Excellent interpersonal and customer service skills
Good analytical skills with the ability to identify complex problems and develop solutions
Knowledge of medical terminology
Knowledge of Microsoft Office(Excel) and networking applications.</td></tr>
</table>

Level	Title	Alternate Title	Short Description	Transitional job	Promotional job	Annual pay	Education	Competencies
M/H	**E-MPI Manager**	Master Patient Index (MPI) Analyst Identity	The E-MPI (Master Patient Index) Manager is responsible for working to implement the enterprise master patient index by understanding the legacy master patient indexes as well as the enterprise master patient index. Coordinate with local systems to reduce/eliminate MPI duplicates and performs merges/ unmerges and provide follow-up information to registration staff to reduce errors and improve registration process.	HIM Manager	EHR Director	$70k-90k	Associate's	-Apply knowledge of the MPI process -Demonstrate in depth understanding of the EHR and source/feeder systems -Analyze data and identify trends -Support reduction/elimination of duplicate creations through coordination with others -Apply maintenance policies and procedures -Contribute to the design of enterprise EMPI maintenance organization
M/H	**HIM Manager**		The HIM Manager is responsible for planning, organizing, controlling, coordinating and following up on all activities in the Health Information Management Department. Responsible for supervising and maintaining the Medical Records department including goal setting, planning, policy and procedure development, quality assurance and improvement, and supervision and competency of staff.	Data Quality Manager; E-MPI Manager; Consultant	Director of Coding; Compliance Officer; EHR Director	$50k-80k	Bachelor's RHIA or RHIT	-Explain the process used in the selection and implementation of health information management system -Demonstrate leadership in staffing and HIT management -Process medical record documentation -Assure compliance with standards, regulations, and laws -Apply policies and procedures for record keeping
M	**HIM Analyst**	Physician Liaison	The HIM Analyst provides effective business and operational support and system expertise. This position requires a current coding credential in order to analyze health information records, and assign appropriate ICD-10-CM/CPT codes for medical diagnoses and procedures.	Program Evaluation	HIM Manager	$30k-50k	Associate's EPIC Certification	-Build and maintain customer satisfaction -Process medical record documentation -Apply policies and procedures for record keeping -Utilize the health informatics systems

M	**Information Governance**	Documentation Specialist; IT Risk Analysis	The Information Governance/Documentation Specialist continually defines, implements and ensures policies to safeguard healthcare data. Manages the health information function, including the recording, maintenance, and processing of medical records. Responsible for maintenance of policies and procedures, monitoring program compliance, investigation and tracking of incidents and breaches and insuring patients' rights in compliance with federal and state laws.	Program Evaluation	HIM Manager	$40k-70k	Bachelor's in HIT with the RHIT or RHIA.	-Apply knowledge of health care relevant legislation and standards for the protection of health information and patient privacy -Apply policies and procedures to ensure the accuracy and integrity of health data -Utilize data quality tools and practices -Apply knowledge of budgeting, systems, business development, and strategic planning
M	**Program Evaluation Manager**		The Program Evaluation Manager coordinates and oversees program evaluations for the organization, works to implement a system of individual staff, consumer, and organizational evaluations. Oversees outcomes data by collecting information from program supervisors and by reporting this information during quality assurance and improvement meetings.	HIM Analyst; Information Governance	HIM Manager; Project Manager	$60k-80k	Bachelor's	-Explain common research methods and why they are used in healthcare -Conduct complex research and evaluation projects -Develop and implement mixed method evaluation designs including methodology, data collection tools, and data collection protocols -Coordinate and conduct data collection and analyses
E/M	**Consultant**	HIM Operations Consultant; HIM Consultant; HIM Director	An HIM Consultant is responsible for HIM operations involving continuous evaluation and reengineering of applicable processes and organizational design based on current and new client needs. Responsible for leading and managing HIM staff, and managing HIM operations including record retention, deficiency tracking, core measure data capture and reporting, and achieving and sustaining productivity and accuracy.			$80k-120k	Bachelor's RHIT or RHIA	-Utilize health information to support enterprise-wide decision support of strategic planning -Apply health information management expertise -Facilitate, plan, strategize, prioritize and/or audit processes that affect clinical records
E/M	**Patient Care Coordinator**	Patient Information Coordinator; Utilization Manager	The primary role of the Patient Care Coordinator is to provide inbound and outbound call support and best in class customer service to patients, physicians and physician's office staff; performs benefit investigation and procurement services.	Benefits Coordinator	Health Information Services Technician	$30k-50k	High School Diploma or GED	-Build and maintain customer satisfaction -Apply knowledge of CAC & Encoded tech -Record and process orders and/or inquiries received by fax, mail, telephone, and/or through patient direct contact -Coordinate patient care by creating treatment schedules for appointments, diagnostics, and surgeries
E	**Application Services Imaging Manager**	Imaging Systems Support Specialist	The Application Services Imaging Manager analyzes, evaluates, certifies, installs, diagnoses, corrects and verifies the performance of diagnostic imaging systems such as general radiographic rooms, portables, mammography, ultrasound, bone density, and supporting systems. Ensures regulatory compliance, assists in inventory management, and may serve as an advisor to other personnel on technical matters.	Application Analyst	Data, Application or System Analyst	$65k-95k	Bachelor's in Engineering Technology, Engineering, or related field	-Apply knowledge of diagnostic imaging theory, principles of operation, and clinical application -Analyze, isolate, and correct malfunctions of complex and sophisticated diagnostic imaging systems -Apply procedures for diagnostic imaging management, such as periodic maintenance, accreditation standards, technology assessments

E	**Health Information Services Technician**	Electronic Health Record (EHR) Technician;	The Health Information Services Technician provides technical support in response to inquiries from physicians, health care professionals, patients and field staff using professional knowledge and judgment. Identifies and routinely uses the most effective, cost efficient best practices to execute processes; continually evaluates their effectiveness and appropriateness. Promotes the process of continuous quality improvement and risk management, and coordinates solutions for technical and project issues.	Medical Records Specialist	Coding Trainer; Application Analyst	$30k-45k	High School Diploma or GED	-Utilize software for completion of the HIM processes -Provide technical assistance to others -Provide technical information in response to inquiries -Analyze data to identify trends -Perform product evaluations and testing based on reports from the field
E	**Medical Office Administrator**	Medical Office Manager	The Medical Office Administrator is responsible for keeping the business running smoothly and efficiently. This position is in charge of overseeing all aspects related to the practice of healthcare. A Medical Office Administrator has a wide variety of employment opportunities, from being in charge of an individual department within a practice, or managing an entire hospital or business.	Patient Registrar; Application Analyst	HIM Manager; Coding Manager	$40k-60k	High School Diploma or GED	-Maintain an environment of safety for patients, self and others and supports patient safety initiatives -Apply policy and procedure to ensure the privacy and security of protected health information per HIPAA requirements and clinical staff -Identify cost-saving and efficient means of achieving work processes and goals -Manage inventory of clinical supplies and equipment
E	**Medical Records Specialist**	Medical Records Clerk; Medical Records Assistant; Health Information Specialist	The Medical Records Specialist position is responsible for closing, scanning, filing and providing secure storage of all health information records. Includes working with computer reporting systems, ensuring accuracy of medical records/reporting in accordance with state and federal requirements, and maintaining confidentiality of medical records.	Health Information Services Technician	Application Specialist; Information Governance	$30k-45k	High School Diploma or GED	-Apply policies and procedures to ensure accurate and integrity of health data -Utilize software in the completion of HIM processes -Verify the documentation in the health record is timely, complete and accurate
E	**Patient Registrar**	Receptionist	The Patient Registrar creates, instructs, directs, and schedules patients and visitors. They also process patients through computerized system, prepare patient charts, and serve as a liaison between patient and medical support staff.	Health Information Services Technician; Customer Service Rep.	Health Information Technician; HIM Analyst	$25k-35k	High School Diploma or GED	-Build and maintain customer satisfaction -Communicate effectively with patients and medical staff -Attend to detail and pursue quality in accomplishing tasks
E	**Application Analyst**		The Application Analyst position supports assigned applications for clinical, administrative, and information systems, including troubleshooting, maintenance, and problem resolution. Provides consultation for system upgrades, new system implementations, and for users in areas of process improvement, current system support, analysis of future system requirements, and cost justification. Routinely meets with user groups of supported applications.	Application Services Imaging; Medical Office Administrator	HIM Analyst; Medical Records Specialist	$55k-80k	Associate's EMR software vendor certification	-Apply knowledge of Electronic Health Record (EHR) systems implementation and application support -Explain policies and procedures of networks to facilitate clinical and administrative applications -Evaluate and resolve issues with network -Communicate effectively with system users

Revenue Cycle Management

<table>
<tr><td colspan="2">Job Family Overview
Revenue cycle management is the branch that manages claims processing, payment and revenue generation. Medical billing and coding specialists are largely responsible for making sure medical office revenue cycles are properly handled and that everyone is billed correctly. Roles in this area require excellent attention to detail and accuracy and ensuring that the health information system runs smoothly.</td><td colspan="2">Key Competencies in Revenue Cycle Management
Knowledge of medical terminology, coding, insurance policies, & revenue cycle management
Organize and prioritize work and manage multiple priorities
Research and analyze data
Excellent verbal and written communication skills, attention to detail, and accuracy
Establish and maintain effective working relationships with providers, management, staff, and contacts outside the organization
Proficient use of Microsoft Office applications (Word, Excel, Access) and internet resources</td></tr>
</table>

Level	Title	Alternate Title	Short Description	Transitional job	Promotional job	Annual pay	Education	Competencies
H	**Director of Coding**	Regional Director of Coding; Corporate Director of Coding	The Director of Coding is responsible for accurate coding and abstracting of clinical information from the medical record, and for maintaining coding data quality and integrity. While having a Bachelor's and an RHIA/RHIT is important, it will require at least 10 years of relevant work experience to be a successful Director of Coding.	Program Director		$80k-120k	Bachelor's, RHIA or RHIT, CCS	-Analyze current regulations and guidelines in clinical classification systems -Determine accuracy of computer assisted coding assignment -Apply diagnosis/procedures codes according to the current guidelines -Verify documentation in the health record is timely, complete and accurate -Differentiate the roles and responsibilities of various providers to support documentation requirements
M/H	**Revenue Cycle Manager**	Revenue Cycle Integrity Coordinator	The Revenue Cycle Manager contributes to the day-to-day operations on all issues related to the revenue cycle functions. Work with the practice business offices on revenue cycle performance to meet short term strategic goals.	Reimbursement and Insurance Manager; Consultant	HIM Manager	$80k-120k	Bachelor's in healthcare admin, business, accounting, finance or other related field	-Apply policies and procedures for the use of data required in healthcare reimbursement -Evaluate the revenue cycle management process -Assure the correct identification, system loading and communication of reimbursement methodologies for all provider types
M/H	**Coding Manager**	Coding Quality Manager; Coding Supervisor; Medical Records Coder Sr. Associate	A Coding Manager is a professional responsible for supervising the medical coding staff that deals with patients' medical records. This team codes physician services and surgical and office based encounters as well as denial management for both services. Coding Managers generally work for hospitals or in medical offices at other health care facilities. Experience in Revenue Cycle Management & coding is key to becoming a Coding Manager.	ICD-10 Educator; HIM Manager; Revenue Cycle Manager	Director of Coding	$70k-85k	Associate's CPC or RHIT/RHIA or CCS-P/CCS or combination	-Evaluate the accuracy of diagnostic and procedural coding -Determine accuracy of computer assisted coding assignments and recommend corrective actions -Apply knowledge of coding, quality initiatives, data collection and reporting, and federal compliance requirements -Communicate effectively with departmental staff, medical staff, financial services, etc.

	Job Title	Alternate Titles	Description	Reports To / Promotes From	Promotes To	Salary	Education/Certification	Competencies
M/H	**Reimburse-ment and Insurance Manager**		The Reimbursement and Insurance Manager is responsible for the day-to-day management of the reimbursement department, and maintains confidentiality of all company and patient information in accordance with HIPAA regulations.	HIM Manager; Coding Manager; Revenue Cycle Manager	Director of Coding	$50k-70k	Bachelor's	-Verify the documentation in the health record is timely, complete, and accurate for payer specifications -Apply policies and procedures for the use of data required in healthcare reimbursement -Apply knowledge of insurance and HIPPA -Assure the correct identification, system loading and communication of reimbursement methodologies for all provider types
M	**Clinical Documenta tion Improve-ment Specialist**	Clinical Documentation Specialist; Documentation Improvement Specialist	The Clinical Documentation Improvement Specialist evaluates and establishes the appropriateness of the DRG (diagnosis related groups) assignment relative to the existing clinical documentation within the medical record provided by the health care provider. The specialist educates members of the patient care team regarding documentation guidelines. Work experience in a clinical setting is key to getting this job.	Coding Trainer	Coding Manager	$60k-80k	Bachelor's in Nursing	-Verify the documentation in the health record is timely, complete, and accurate -Apply policies and procedures for the use of data required in healthcare reimbursement -Facilitate modifications to clinical documentation to support appropriate reimbursement for the level of service rendered to all patients -Ensure the accuracy and completeness of clinical information used for measuring and reporting physician and hospital outcomes
E/M	**HIM Revenue Cycle Auditor**	Revenue Integrity Auditor; Revenue Integrity Analyst	The Health Information Management (HIM) Revenue Cycle Auditor performs monthly audits of encounters, bills, and chart documentation to identify revenue cycle improvement opportunities and areas of potential risk for inpatient and/or outpatient services. Responsible for identifying areas of non-compliance in coding and revenue cycle data collection practices. Responds to any reported issues resulting from the revenue cycle audit and provides recommendations for coding, data collection, and documentation.		Reimburse-ment and Insurance Manager; Revenue Cycle Manager	$50k-65k	Associate's CCS-P, CPC, CCS	-Apply policies and procedures for the use of data required in healthcare reimbursement -Evaluate the revenue cycle management process -Assure the correct identification, system loading and communication of reimbursement methodologies for all provider types
E/M	**Coding Specialist (certified)**	Coding Auditor; Certified Coder; Coding Validator; Outpatient/ inpatient Coder	The Coding Specialist performs ongoing critical assessment of coding. Provides review, evaluation and analysis of medical records to support most accurate codes in a timely manner to maintain prompt billing compliance. Evaluates medical records for consistency and adequacy. Maintain knowledge of third party coding requirements including Medicare and Medicaid. Experience in coding is a must to get this job.	Clinical Document-ation Improvement Specialist	Coding Manager	$50k-80k	Associate's RHIT, RHIA, CCS, or CPC	-Apply advanced technical competency and knowledge of ICD-10 codes -Determine accuracy of computer assisted coding assignment -Analyze current regulation and established guideline in clinical classification systems -Use knowledge of Medicare, Medicaid and other third party payer documentation

E	**Benefits Coordinator**	Patient Financial Services Representative	The Benefits Coordinator is responsible for gathering and reviewing requirements for the purpose of determining initial and ongoing claimant and provider eligibility. Assess claimant eligibility by reviewing medical records from all current providers and conducting phone assessments with the claimant or legal representative. Determines legitimacy and eligibility of service providers by requesting and reviewing provider licensing credentials, state-specific regulations, internet searches and phone assessments with the servicing provider.	Customer Service	Health Information Technician	$30k-45k	High School Diploma or GED	-Utilize software in completion of HIM processes -Collect, maintain, and analyze data -Identify and use secondary data sources -Effectively communicate, verbal and written, all aspects of the claim benefit determination process
E	**Customer Service Representative: Medical Billing**		The Customer Services Representative has primary responsibilities to ensure all facets and requirements of a hospital-based practice, including patient services, demographic entry, and any other duties as assigned, are completed.	Benefits Coordinator; Patient Registrar	Health Information Technician	$25k-40k	Associate's or Coding Certificate	-Coordinate with patients, patients' relatives, and the healthcare organization -Build and maintains customer satisfaction -Explain policies and procedures to patients and refers them to the proper services required
E	**Reimburse-ment Specialist**		The Reimbursement Specialist is responsible for the coordination of client insurance verifications to ensure that provided procedures are covered in clients' insurance plans. Helps support the reviewing of client balances and collections.		Reimbursement and Insurance Manager	$25k-40k	Associate's or Coding Certificate	-Apply policies and procedures for reimbursements -Collect and maintain health data -Communicate effectively with patients, staff, providers

Industry Overview by Educational Level Required

High School Diploma	Associate's	Bachelor's		Master's
Credentialing Specialist	Trainer	Compliance Officer	Health Information Exchange (HIE) Manager	Director of Informatics Strategy
Coding Quality Coordinator	Information Specialist	Compliance Manager	Meaningful Use Specialist	Research and Development Scientist
Reception/ Administrative Assistant	IT Service Desk/Technician	Data Quality Manager	Health Information Exchange (HIE) Specialist	Data Sciences Manager
Coding Quality Educator	E-MPI Manager	Compliance Auditor	EHR Director	Business Data Scientist
ICD-10 Educator	HIM Analyst	Business Analyst	Manager of Information Technology Security	
Release of Information (ROI) Specialist	Application Analyst	Quality Improvement Analyst	IT Network Systems Manager	
Patient Care Coordinator	Coding Manager	Program Director	Clinical Architect	
Health Information Services Technician	HIM Revenue Cycle Auditor	Faculty	Data Architect	
Medical Office Administrator	Coding Specialist (certified)	Technology Project Manager	EHR Implementation Specialist	
Medical Records Specialist	Customer Service Representative: Medical Billing	Clinical Health Information Technology Adv.	Data, Application or System Analyst	
Patient Registrar	Reimbursement Specialist	Content Analyst	HIM Manager	
Benefits Coordinator		Data Analyst	Information Governance	
		Data Integrity Analyst	Program Evaluation Manager	
		Business Intelligence Analyst	Consultant	
		Release of Information (ROI) Manager	Application Services Imaging Manager	
		Mapping Specialist	Director of Coding	
		Project Manager	Revenue Cycle Manager	
		System Integration Manager	Reimbursement and Insurance Manager	
			Clinical Documentation Improvement Spec.	

Note: The HIT industry as a whole and the jobs within are changing rapidly. This resource contains a snapshot of the most common careers in the industry today. All information contained on this resource is subject to change.