

Job Description

Job Title: Utilization Review Coordinator
Department: Managed Care
Reports To: Utilization Review Clinical Supervisor
FLSA Status: Non-Exempt
Job Class: 4
Effective Date: September 19, 2013

JOB SUMMARY

- The Utilization Review Coordinator assists the utilization review process taking on various tasks including data collection of demographic, claim and medical information; non-medical analysis; and outcomes reporting.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Incumbent must have the skills, ability and judgment to perform the following essential job duties and responsibilities with or without reasonable accommodation:

- Abundant data entry.
- Enters initial data and starts workflow processes.
- Initiates and modifies demographic information, physician and facility information, performs quality check of data feed information.
- Validates that the request for authorization is complete or requests additional data from requesting physician if necessary.
- Run request for authorizations through rules engine for direct approval.
- Assign cases to next level reviewer if they do not meet criteria for direct approval.
- Answers general phone calls and/or emails in a professional manner and directs to the appropriate party as required.
- Complete other projects and tasks as assigned by management.
- Follow all regulatory policies and procedures, privacy and security standards in accordance with government agencies including HIPAA requirements.
- Other duties as assigned.

ESSENTIAL JOB REQUIREMENTS

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- High School Diploma required, Bachelor's degree from an accredited college or university preferred.
- Minimum of one year data entry experience, preferably in medical or insurance industry.
- One year work experience in corporate environment preferred.
- Ability to type a minimum of 45 words per minute with excellent accuracy and to perform keyboarding for up to 8 hours per day.
- Experience with Microsoft based software including Outlook and Windows.

- Experience in customer service.
- Knowledge of, or ability to learn, and apply basic medical terminology and ICD-9.
- Excellent interpersonal and communication (written and oral) skills.
- Time management skills and the ability to work independently in order to meet goals and sensitive timelines.
- Ability to work in a paperless environment.
- Excellent organizational skills with a high level of attention to detail.
- Ability to sit up to 8 hours per day.

This description portrays in general terms the type and levels of work performed and is not intended to be all-inclusive or represent specific duties of any one incumbent. The knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.

