

## UW HEALTH JOB DESCRIPTION

### Medical Management Assistant

Job Code: 02501	FLSA Status: Non-Exempt	Mgt. Approval: S. Espinosa	Date: 11.2017
Department : Medical Management		HR Approval: nnl	Date: 11.2017

#### JOB SUMMARY

Under the direction of the Director of Medical Management, the Medical Management Assistant is responsible for providing assistance on a daily basis to the Medical Management staff. He/she will work within the NCQA requirements for completion and turn-around times for requests and cases and assists with adherence to processes, making determinations based on policies/procedures in effect within the department and referring to the next level of review when appropriate. In addition, this position is responsible for providing detailed customer service to patients, providers and clinic staff regarding pre-service, concurrent and post-service requests with documentation in appropriate systems or databases. The Medical Management Assistant reviews and stays up-to-date with member benefits and benefit plans. The position includes attending designated meetings and represents Medical Management on committees as necessary.

#### MAJOR RESPONSIBILITIES

1. Maintains appropriate documentation and data entry of all medical management authorization requests and/or notifications, including, but not limited to: inpatient log for hospitalized patients, pre-service and post-service prior authorization and/or referral requests.
2. Provides assistance to the Medical Management and Badger Care staff and with department activities, as appropriate.
3. Provides telephone customer service for members, providers and other UWMF or Unity staff regarding authorization requests, hospitalizations and claims questions.
4. Provides appropriate notification to nursing staff of all requests and hospitalizations requiring further review.
5. Makes approval determinations according to written protocols and guidelines as appropriate. Refers any medical questions or potential denial determinations to nursing staff for further review.
6. Sends appropriate notification via fax, letter or electronic medical record to members, providers and facilities according to established processes and policies.
7. Maintains knowledge of Member Certificates of Coverage and insurance products and provider networks.
8. Assists with reporting of department activities and processes.
9. Attends in services and training as required by the position.
10. Assists providers, staff and insurance company with claims questions and payment issues.
11. Complies with appropriate accreditation standards as they pertain to the performance of the position.
12. Assists in the medical review process for referrals, prior authorizations, inpatient reviews and claims reviews by obtaining appropriate supporting information and documentation to assist in making medical necessity and benefit determinations as well as reconsiderations.
13. Provides back up to other Medical Management Assistants as needed.
14. Participation on Committees as needed as a representative of the Medical Management department.
15. Maintains knowledge of governmental and regulatory requirements, as well accreditation standards as required by the position.
16. Maintains appropriate files and records as needed for review process and completes necessary filing or scanning of documents.
17. Performs chart audits and HEDIS reviews as necessary.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

#### JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	
Work Experience	Minimum	1 year of experience working in a healthcare environment, such as claims processing, medical billing/insurance claims, or related experience. Experience with computer applications such as Excel, Word, McKesson, and/or Epic.
	Preferred	Prior data entry and word processing experience
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> <li>• Great attention to detail and excellent organizational skills</li> <li>• Excellent oral and written communication skills, including phone skills</li> <li>• Knowledge of medical terminology; previous experience in medical office or medical field preferred</li> <li>• General knowledge of NCQA requirements preferred</li> <li>• Ability to travel to events and meetings as appropriate</li> </ul>
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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

	Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>x</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:				

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.