

UW HEALTH JOB DESCRIPTION

POSITION SPECIFICS			
Title: Business Specialist		Department/Number: TSC (28008_01)	
Reports to: Administrative Director			
Job Code: UWMF: 28008 UWHC:	FLSA Status: Non-Exempt		
Manager Approval: A.Buol	Date: 1/4/16	HR Approval: C.Cichy-Krantz	Date: 1/4/16
POSITION SUMMARY			
<p>Under the direct supervision of the Administrative Director, the Business Specialist is responsible for scheduling all surgical procedures that are being performed at Transformations Surgery Center, initial preparation of patient electronic chart information, data entry and maximizing utilization of physicians block time.</p> <p>The Transformations Business Specialist - TSC will also serve as back up for the clinic procedure scheduling, reception duties and phone coverage as needed.</p> <p>The typical time allocation is 40% scheduling, 40% data entry and 20% other.</p>			
MAJOR RESPONSIBILITIES			
<ol style="list-style-type: none"> 1. Meets with patients, preparing price estimates, starting prior-authorizations as indicated for functional surgeries, collecting and posting money prior to cosmetic surgeries per policy; establish guarantor accounts, including personal/family and prepayment accounts. 2. Provide comprehensive scheduling for surgical procedures, using surgery scheduling software in accordance with established policies and procedures. Obtain complete and accurate information and communicate necessary information to appropriate staff and department. 3. Assists patients with understanding/interpreting their insurance benefits as it relates to the surgeries they are scheduling. Explain referral and/or authorization requirements, terminology, benefit limitations, etc. 4. Collect insurance data information, patient demographics, special equipment/instrument needs, and proposed CPT codes from physician offices in surgery scheduling software. 5. Refer conflicts and procedural questions to the TSC Nurse Manager or designee, e.g. patient, physician, or resource difficulties 6. Ensure procedures are scheduling according to individual physician requests 7. Review and update surgery schedules daily, making accurate and timely adjustments to the surgery schedule, including add-ons, cancellations, anesthesia assignments and other changes. Communicate changes to TSC Nurse Manager or other designee. 8. Participate in activities that improve the quality of the Surgery Center operations, including identification of opportunities for patient safety, cost reduction and efficiencies. 9. Maintain professional composure and confidence during stressful situations. 10. Promote a positive and professional image. Answer telephone, identifying self in a pleasant manner using proper telephone etiquette, taking and delivering messages in an accurate and timely manner. 11. Enter and maintain physician block schedule time under the direction of the Surgery Center Management Team. 12. Consistently optimize time usage efficiently and effectively. Utilizes appropriate tools, techniques, resources, and/or systems to achieve maximum results. Serve as a resource to physicians and department personnel regarding scheduling, and use of computer systems. 13. Maintain patient confidentiality at all times. Conduct all work activities with respect for rights and wishes of patients, visitors, families and fellow employees. 14. Serve as a backup for checking out clinic procedures, reception duties and phone coverage as needed. 15. Identify services which require prior authorization and information Prior Authorization Specialist. 			

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Assist Prior Authorization Specialist, as necessary, in securing medical documentation and other information necessary to complete the authorization process. Inform patients of authorization decision and counsel patients regarding implications of such decision.

16. Perform related clerical duties.
17. Conduct daily cash reconciliation for clinic.
18. Attend staff meetings and all required education programs related to safety and regulatory compliance. Follow the Center's exposure control plans.
19. Maintain CPR certification.
20. Maintain neat appearance in proper attire and identification as required for work environment.
21. Perform all other duties as assigned.

All duties and requirements must be performed consistent with the UW Health Performance Standards.

POSITION REQUIREMENTS

Education	Minimum	High school diploma or equivalent
	Preferred	
Work Experience	Minimum	
	Preferred	2-3 years' experience in OR Scheduling preferred
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		
<ul style="list-style-type: none"> Working knowledge of medical terminology and surgical procedures required Must be computer literate Ability to work independently, organizes and prioritizes work efficiently to achieve Surgery Center goals Manages stress appropriately and able to deal tactfully and effectively with employees and physicians Excellent interpersonal and communication skills Must be able to deliver sensitive, personal, and confidential information to patients in a clear, concise and empathetic manner Ability to interact and effectively communicate with variety of internal and external customers, including patients, physicians, clinical staff and insurance representatives Competency in navigating patient billing software, preferably Epic Strong organization skills and detail-orientation Ability to multi-task Ability to meet deadlines Ability to work independently 		

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
x	Sedentary: 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.	Up to 10#	Negligible	Negligible
	Light: 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.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying	20-50#	10-25#	Negligible-10#

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	objects weighing up to 25 pounds.			
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:		•		

Work/Environmental: Moderate noise level consistent with an office environment

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.