

## UW HEALTH JOB DESCRIPTION

### GENETICS AUTHORIZATION REPRESENTATIVE

<b>Job Code:</b> 780004	<b>FLSA Status:</b> Exempt	<b>Mgt. Approval:</b> P Levonian	<b>Date:</b> 11.2020
<b>Department:</b> Clinics - Genetic Counselor Services		<b>HR Approval:</b> A Phelps Revolinski	<b>Date:</b> 11.2020

### JOB SUMMARY

Under the general supervision of the Director of Genetic Counseling Services and in collaboration with the Referral and Prior Authorization Supervisor, the Genetics Authorization Representative is responsible for obtaining prior authorization from payers for inpatient and outpatient services provided by UW Health. This role is key to securing reimbursement and minimizing organizational write offs. The incumbent will assist in training authorization functions and serve as a resource to other departments with questions on authorizations. When an authorization cannot be obtained, the Genetics Authorization Representative must be able to guide staff, providers, and/or patients on the options and complete the necessary steps to bring closure to the case.

The Genetics Authorization Representative must consistently demonstrate skilled communication and troubleshooting techniques as well as excellent customer service skills. This position will have the ability to anticipate and respond to a wide variety of issues/concerns, and the ability to execute tasks efficiently and effectively. The position requires the ability to independently plan, schedule and organize numerous tasks as this position directly impacts hospital and physician reimbursement.

### MAJOR RESPONSIBILITIES

- Confirms the need for an authorization and takes the appropriate actions to ensure the authorization is obtained.
- Verifies the basic patient/service information is available - the minimum data set for scheduling a service. If not present, initiates appropriate activity to obtain the required data set, such as procedure codes.
- Prioritizes the urgency of the authorization by anticipating the approximate time it may take obtain the authorization from the insurance company, the complexity of the procedure and the scheduled date of service; follows up with insurance company to accelerate responses and expedite urgent/emergent authorizations.
- Evaluates or assists with the evaluation of cases when the insurance company has denied payment to determine next steps; this may include building a case for appeal.
- Interacts with medical and professional staff to obtain appropriate clinical documentation for review; this may include referring stakeholders to a member of the clinical authorization team. Takes the appropriate actions when it appears that the authorization will not be provided on a timely basis; to include escalation to the clinical authorization team.
- Understands the critical delineations of patient status (outpatient, inpatient and observation) based on payor regulations and participates in the appropriate decision making with the clinical team members such as care management or with billing.
- Advises and coordinates with providers regarding problematic (i.e. high risk) admissions or any episode of service requiring additional attention.

#### Customer Service Standards:

- Support co-workers and engage in positive interactions.
- Communicate professionally and timely with internal and external customers
- Demonstrate friendliness by smiling and making eye contact when greeting all customers.
- Provide helpful assistance in anticipating and responding to the needs of our customers.
- Collaborate with customers in planning and decision making to result in optimal solutions.
- Ability to stay calm under pressure and deal effectively with difficult situations.

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

### JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Associate degree in Business, Finance, Health Information Management, or a related field

## UW HEALTH JOB DESCRIPTION

Work Experience	Minimum	One (1) year of experience in healthcare, business, finance, or insurance related field
	Preferred	<ul style="list-style-type: none"> <li>One (1) year of experience in Healthcare Revenue Cycle that includes prior authorization</li> <li>Knowledge of CPT and ICD coding highly desired</li> <li>Knowledge of Medicare and third-party payer regulations and guidelines highly desired</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Maintains current knowledge of medical modalities as well as new protocols es for patient populations.</li> <li>Solid understanding and knowledge of payer contractual requirements, registra workflows, and prior authorization requirements to ensure staff follow establish procedures to maximize reimbursement and minimize write offs.</li> <li>Excellent written and oral communication skills.</li> <li>Maintains effective and cooperative working relationships with co-workers, leac clinical staff and the public.</li> <li>Must be detail oriented and accurate.</li> <li>Ability to multi-task and prioritize tasks.</li> <li>Displays an aptitude and willingness to learn new responsibilities.</li> <li>Willingly accepts feedback.</li> <li>Flexible and innovative.</li> <li>Ability to problem-solve and work independently.</li> <li>Displays a professional appearance.</li> <li>Dependable and reliable in achieving goals.</li> <li>Experience operating office machines such as personal computers, fax machin photocopier, and document scanners.</li> <li>Familiarity with medical terminology and abbreviations.</li> </ul>

### 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>

## UW HEALTH JOB DESCRIPTION

	<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>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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.