

## UW HEALTH JOB DESCRIPTION

### Coordinated Care Resource Specialist Lead

Job Code: 300125	FLSA Status: Non-Exempt	Mgt. Approval: B. Liegel	Date: March 2017
Department: Nursing – Coordinated Care		HR Approval: R. Temple	Date: March 2017

#### JOB SUMMARY

The Coordinated Care Resource Specialist with payer expertise collaborates with the Case Managers (CM) to provide specific clinical information to a group of assigned third party payers for the purpose of completing concurrent utilization review. The Payer Specialist is responsible for timely provision/flow of clinical information to/from third party payers and CMs to ensure certification/approval of inpatient and post discharge services. When appropriate, the Payer Specialist completes prior authorization of all post acute referrals and ancillary services. This position provides backup to the Coordinated Care Referral Specialist. The Payer Specialist carries out all responsibilities in accordance with UW Health's and the Coordinated Care Department's core values, applicable policies, procedures, and civil laws. The Payer Specialist is accountable to the Director of the Coordinated Care Resource Center.

#### MAJOR RESPONSIBILITIES

- 1. Functions as a key point of contact between clinical case management staff and payers.**
  - Following initial communication to payers, effectively communicates accurate clinical information to payers to obtain authorization for appropriate level of care and length of stay.
  - Negotiates authorizations with payers to minimize concurrent denials and payment issues.
  - Obtains authorizations for post discharge ancillary services such as home health, DME, and post acute placement.
  - Coordinates, manages, monitors, documents, and tracks concurrent denials.
- 2. Documents all interactions with payers and verbally communicates this information to appropriate Coordinated Care Department staff.**
  - Provides timely feedback to clinical case management staff regarding payer determinations, enabling clinical staff to evaluate and redirect as needed the current patient plan of care.
  - Provides timely feedback to Coordinated Care Resource Center Referral Specialist regarding authorizations for ancillary services and post acute placement to enable timely referrals and minimize delays.
  - Documents interactions with payers in Allscripts ECIN to enhance operational efficiencies.
  - Communicates changes in payer information to admissions per Coordinated Care Department guidelines.
  - Identifies concurrent denial issues and promptly notifies the clinical staff and the denial management specialist.
- 3. Supports other members of the Coordinated Care Resource Center, functioning as their backup when needed.**
  - Maintains skills to serve as Referral and Payer Specialists as needed.
  - Uses and provides feedback for the UW Health payer grid.
  - Acts as a liaison to share patient specific insurance issues to the Coordinated Care Resource Center Manager, the Director of Coordinated Care, and to other pertinent areas of UW Health.
  - When required, obtains and documents referral from the patient's payer for post-admission clinic visits.
  - Works closely with Insurance Verification and Registration staff to ensure that all payment options have been explored.
- 4. Utilizes problem-solving skills effectively.**
  - Demonstrates good interpersonal skills in communicating with all customers and keeps management informed of concerns.
  - Enhances department growth by support of and participation in the development and implementation of department goals and activities.
  - Prioritizes assignments in order of importance and completes in a timely manner.
  - Identifies creative approaches and takes action accordingly.
  - Uses critical thinking and problem-solving skills effectively and seeks direction when indicated.
  - Sets, pursues, and meets individual goals as outlined in the employee's annual performance evaluation.

#### PERFORMANCE MEASURES:

- Completes necessary record reviews within Health Link Epic to obtain information required for utilization reviews
- Completes assigned utilization review and prior authorization functions in a timely manner

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- Documents approved length of stay and insurance coverage/benefits information in Allscripts ECIN and Health Link Epic as appropriate.
- Refers issues beyond scope of knowledge to Resource Center Director, Clinical Case Manager, Clinical Social worker, or appropriate Outcome Manager.
- Demonstrates ability to back-up Coordinated Care Referral Specialist.

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

### JOB REQUIREMENTS

Education	Minimum	Associate degree in human service
	Preferred	BS degree in health care related discipline
Work Experience	Minimum	One (1) year of previous experience within an insurance or health care setting
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Knowledge of medical terminology, diagnostic procedures/tests</li> <li>• Beginning knowledge of the utilization review function</li> <li>• Excellent interpersonal communication, problem-solving, and conflict resolution skills</li> <li>• Computer skills in word processing, data base management, and spreadsheet desirable</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 checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" 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
<input checked="" type="checkbox"/>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, 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
	<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.	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
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	<b>Heavy:</b> 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#

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	<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.