

## UW HEALTH JOB DESCRIPTION

### Coordinated Care Resource Specialist - Payer

Job Code: 300124	FLSA Status: Non-Exempt	Mgt. Approval: B. Liegel	Date: June 2019
Department: Coordinated Care		HR Approval: J. Tokarski	Date: June 2019

#### 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 completing concurrent utilization review. The Payer Specialist is responsible for timely provision/flow of clinical information to/from third party payers and CM's to ensure certification/approval of in-patient and post discharge services. When appropriate, the Payer Specialist tracks required UR and documents approved days for each assigned patient. 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.

#### MAJOR RESPONSIBILITIES

1. 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 and documents authorizations of approved days with payers to minimize concurrent denials and payment issues.
2. Determines availability and completes referrals for post discharge ancillary services such as home health, DME, transportation and post-acute placements.
3. Coordinates, manages, monitors, documents and tracks concurrent and post discharge denials.
4. Works collaboratively with assigned Revenue Cycle staff to process additional information requests specific to patient denials.
5. 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.
6. Documents interactions with payers in Allscripts ECIN and Health Link Epic to enhance operational efficiencies.
7. Identifies concurrent denial issues and promptly notifies the clinical staff and the denial management team.
8. Supports other members of the Coordinated Care Resource Center, functioning as their backup when needed.
9. Shares patient specific insurance or referral issues with the Coordinated Care Resource Center leader, the Coordinated Care director and manager staff, Case Management staff and to other pertinent areas at UW Health.
10. Other duties as assigned.

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

#### JOB REQUIREMENTS

Education	Minimum	Associate degree in human service or related field. Relevant experience will be considered in lieu of a degree.
	Preferred	Bachelor's 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>• Beginning knowledge of health care agencies and community resources.</li> <li>• Beginning knowledge of funding for health care services and financial resources available to patients.</li> <li>• Excellent interpersonal communication, problem-solving, and conflict resolution skills.</li> <li>• Computer skills in word processing, data base management, and spreadsheets preferred.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Demonstrated professional behavior and relationships with ability to maintain confidentiality within the work setting.</li> <li>• Demonstrates critical thinking and problem-solving skills.</li> <li>• Ability to prioritize assignments and complete in a timely manner.</li> <li>• Ability to maintain competency as both Payer and Referral Specialist.</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,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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 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.	<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>
<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.