

UW HEALTH JOB DESCRIPTION

Dialysis Services Coordinator

Job Code: 540077	FLSA Status: Non-Exempt	Mgt. Approval: C. Abong	Date: September 2021
Department: Dialysis IP		HR Approval: K. Fleming	Date: September 2021

JOB SUMMARY

The Dialysis Services Coordinator is responsible for implementing and monitoring quality improvement projects for the dialysis department across a number of locations supported by UW Health, including locations such as UnityPoint Health - Meriter (UPH-M), American Family Children's Hospital (AFCH) and Middleton VA Hospital (VAH). This individual will perform operational and financial audit assignments as well as develop work queues and reports that provide operational leaders with key business metrics and productivity measures. The Dialysis Services Coordinator will serve as the primary liaison between revenue cycle, IT and clinical leaders to ensure charge capture process function smoothly and documentation requirements for third party and contractual billing are met.

Additionally, the Dialysis Services Coordinator will partner with members of the health care team to manage outpatient dialysis facility placement, will facilitate coordination of care between inpatient dialysis providers and outpatient dialysis facilities, and will convey the discharge plan as appropriate. In order to be successful, the incumbent will need to or have the ability to gain a comprehensive understanding of CMS regulations, End Stage Renal Disease (ESRD) and Acute Kidney Injury (AKI) billing requirements.

MAJOR RESPONSIBILITIES

1. Design and implement audit programs that provide operational leaders with statistical data for use in determining staffing requirements, achievement of productivity measurement goals, accuracy and completeness of dialysis patient billing.
2. Administer dialysis specific patient satisfaction survey and provide operational leaders with summarized results.
3. Develop, produce, validate and distribute UPH-M and VAH contractual dialysis billing reports to revenue cycle departments.
4. Assist operational leaders in implementing workflow changes to ensure timely, accurate entry of dialysis charges and documentation requirements are met.
5. Develop long-term, positive relationships with patients, patient families, inpatient coordinated care and community-based dialysis facility staff.
6. Understand the role of each member of the health care team and the services they provide while also demonstrating an understanding of the specialty care needs of the dialysis patient.
7. Facilitate continuity of care for patients by planning and exchanging information with the inpatient dialysis provider and/or the community-based dialysis facility. This may include, but is not limited to, proactive review of the patients' chart to ensure follow-up care is scheduled and arrangement for transportation to and from appointments are made and communicated to the patient and/or family.
8. Create, assemble and disseminate patient communication tools and documentation related to and necessary for continuity of care. Such work may include discharge packets, sending referrals, and completing necessary release of information.
9. Utilize the electronic medical record to obtain and document information related to the discharge process.
10. Contact insurance companies and review agencies to initiate prior approval for supplies, medications, and diagnostic tests. Advise Social Work and other UW Health financial assistance programs regarding underinsured or uninsured new start dialysis patients
11. Maintain confidentiality in handling all patient related matters.
12. Other duties as assigned

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

JOB REQUIREMENTS

Education	Minimum	Associate's degree in a health care or social services related discipline or Three (3) years of relevant experience in a health care setting with an emphasis on customer service.
	Preferred	Bachelor's degree in a health care or social services related discipline
Work Experience	Minimum	One (1) year of experience in a health care setting with an emphasis on customer service, including scheduling, registration or insurance focus.

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	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities	<p>Minimum</p> <ul style="list-style-type: none"> • Ability to navigate the health care system and coordinate with multiple services. • Ability to be flexible when prioritizing and multi-tasking to meet the needs of patients, patient families, providers and other medical staff. • Excellent communication skills (oral and written). • Demonstrates creative problem-solving skills. • Possesses empathy, a positive attitude, excellent teamwork skills and a professional demeanor when interacting with patients, patient families, members of the health care team and communication organizations/resources. • Strong organizational skills • Ability to concentrate and pay close attention to detail • Ability to manage multiple concurrent activities • Ability to work independently, make judgements in demanding situations and able to react to frequent changes in duties and volume of work. • Ability to learn computer and application skills as applicable to the role. • Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish. <p>Preferred</p> <ul style="list-style-type: none"> • Experience with medical forms, letters, and prior authorizations. • Experience with data entry and use of electronic medical record. • Experience working with individuals who come from diverse ethnic, cultural and socioeconomic backgrounds. 	

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
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	Up to 10#	Negligible	Negligible

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	sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
	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 objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	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:				

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.