

UW HEALTH JOB DESCRIPTION

Behavioral Health Authorization Representative

Job Code: 440078	FLSA Status: Nonexempt	Mgt. Approval: T. Carroll	Date: February 2020
Department: Psychiatry		HR Approval: N. Lazaro	Date: February 2020

JOB SUMMARY

Under the general supervision of the Program Director, Behavioral Health, the Behavioral Health Authorization Representative is responsible for business office functions as well as verifying and managing the various insurances of patients in the alcohol and drug abuse services program. This position secures and maintains all pre-authorizations, conducts insurance verification, and monitors and resolves charge work queues issues.

MAJOR RESPONSIBILITIES

- Enter charges onto the EPIC billing system accurately and timely to ensure correct patient and insurance billing.
- Verify insurance of new clients and clients who report changes to determine eligible substance abuse benefits and to verify accuracy. When required, obtain prior authorization and track.
- Prepare deposits daily and send to business office.
- Research patient accounts when claims are denied.
- Monitor account work queues and correct errors.
- Correct payment errors.
- Follow up on insurance aging and accounts.
- Process referral requests from providers and patients.
- Prepare documents for scanning and scan into electronic medical record.
- Track and maintain benefits and referrals.
- Track referrals/authorizations for all clients as appropriate.
- Inform and train front desk staff members on applicable billing information.
- Provide administrative coverage support.
- Monitor patient cash box and replenish change as needed.
- Assist with check-in/check-out processes as needed.
- Provide back-up support to front desk.
- Assist with other projects and tasks as assigned.

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

JOB REQUIREMENTS

Education	Minimum	High school diploma or equivalent
	Preferred	
Work Experience	Minimum	Three (3) years of experience working in an office environment
	Preferred	Experience working with insurance companies in a behavioral health care setting
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to maintain confidentiality and adhere to professional standards and ethics expected in the behavioral health and insurance industries • Strong verbal and written communication skills, including interpersonal (i.e., telephonic, etc.) • Excellent customer service skills • Ability to work effectively in a fast-paced environment • Strong organizational skills • General computer skills, including working knowledge of word processing and spreadsheet software

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)

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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. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 25%; padding: 5px;">Occasional Up to 33% of the time</th> <th style="width: 25%; padding: 5px;">Frequent 34%-66% of the time</th> <th style="width: 25%; padding: 5px;">Constant 67%-100% of the time</th> </tr> </table>	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
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x Sedentary: 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.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">Up to 10#</td> <td style="width: 25%; padding: 5px;">Negligible</td> <td style="width: 25%; padding: 5px;">Negligible</td> </tr> </table>	Up to 10#	Negligible	Negligible
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.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">Up to 20#</td> <td style="width: 25%; padding: 5px;">Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td> <td style="width: 25%; padding: 5px;">Negligible or constant push/pull of items of negligible weight</td> </tr> </table>	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
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Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">20-50#</td> <td style="width: 25%; padding: 5px;">10-25#</td> <td style="width: 25%; padding: 5px;">Negligible-10#</td> </tr> </table>	20-50#	10-25#	Negligible-10#
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Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">50-100#</td> <td style="width: 25%; padding: 5px;">25-50#</td> <td style="width: 25%; padding: 5px;">10-20#</td> </tr> </table>	50-100#	25-50#	10-20#
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.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">Over 100#</td> <td style="width: 25%; padding: 5px;">Over 50#</td> <td style="width: 25%; padding: 5px;">Over 20#</td> </tr> </table>	Over 100#	Over 50#	Over 20#
Over 100#	Over 50#	Over 20#		
Other - 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.