

Crusader Central Clinic Association

JOB DESCRIPTION

Job Title: Referral and Prior Authorization Representative

Job Status: Non-Exempt

Job Grade: 18

Supervisor Title: Health Information Manager

POSITION SUMMARY:

Responsible for verifying and obtaining authorizations for specialty services internally and outside of the organization. Also responsible for setting specialty appointments on behalf of patients in compliance with insurance eligibility and external provider requirements. Responsible for serving as a liaison to the patient, organization, and external customers.

ESSENTIAL FUNCTIONS:

To perform this job successfully an individual must be able to perform each essential function satisfactorily.

1. Accountable for demonstrating the qualities outlined in the “Customer Service Standards of Excellence” program when interacting with patients, their families and friends, and fellow employees.
2. Comply with established policies and procedures, objectives, HIPAA, safety and environmental standards.
3. Researches and corrects invalid or incorrect patient demographic insurance such as phone numbers or insurance policy specifics.
4. Verifies insurance or self-pay information before obtaining specialty appointment and prior authorization.
5. Maintains current electronic listings of in network specialty providers per Managed Care Company, commercial insurance, Medicare, Medicaid, and uninsured. Update on a daily basis or as needed.
6. Communicates and works with nursing, providers, and other staff to resolve unresolved referrals.
7. Responds professionally to all inquiries from patients, staff, and payers in a timely manner.
8. Keeps manager informed of changes in authorization or referral process.
9. Accurately documents actions taken on a patient record in a timely fashion.
10. Follows through on priority referrals in less than 24 hours.
11. Follows through on all referrals and prior authorizations within one week time frame.
12. Maintains active review of all open referrals to ensure closure within 4 weeks.
13. Perform other duties as may be assigned.

QUALIFICATIONS:

Education:

High School diploma or equivalent

Knowledge of:

Computer software skills and software aptitude.

Demonstrates overall understanding of Medical billing and understands medical terminology.

Demonstrates an overall understanding of insurance claims and authorization processing.

Ability to:

Follow-through, assume responsibility and use good judgment.

Prioritize workload and determine priorities.

Maintain professionalism under stressful situations.

Communicate effectively and diplomatically with patients, external companies and provider offices both orally and in writing.

Experience/Training:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Five years in Medical Billing or in an organization that worked with referrals or prior authorizations. Five years combined in general medical office administration.

Technical Knowledge:

Other Skills: Good oral and written communication. Strong computer literacy.

Equipment: PC, Laser-jet printers, modem, facsimile machine, computerized voice mail system, and common office machines.

Software Knowledge: Windows, MS Office (Word, Excel, Access, PowerPoint, Visio), Medical Billing Software

PERSONAL CHARACTERISTICS:

Possess the ability to establish and maintain professional working relationships with all levels of staff, clients, and the public.

Detail oriented with the ability to work with minimum/no supervision.

Ability to understand and follow verbal and written communication.

Willingness to be part of a team-unit and cooperate in the accomplishment of departmental goals and objectives.

PHYSICAL REQUIREMENT FORM

Job Title: Referral and Prior Authorization Representative

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting	X			
Standing			X	
Walking			X	
Climbing				X
Bending			X	
Pushing / Pulling				X
Carry / Lift				X
1-15lbs				X
15-30lbs				X
30-50lbs				X
Fine hand / Eye Coordination				X
Exposure to Blood and Body Fluids				X
Exposure to Extreme Heat, Cold, Temp Fluctuations				X
Exposure to Hazardous Chemicals				X
Concentration on Detail	X			
Oral Communication	X			
Written Communication	X			

Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____

Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.