**UPPER GREAT LAKES FAMILY HEALTH CENTER**

JOB DESCRIPTION

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| **Job Title:** | Authorization Referral Specialist | **FLSA**  **Status:** | Non-exempt |
| **Effective Date:** |  | **Supervised By:** | Practice Manager |
| **Revised Date:** |  | **Approved By:** | HR |

**BASIC FUNCTION**

The Authorization Referral Specialist works as a patient advocate managing prior authorizations and referrals for multiple medical services.

**PRIMARY RESPONSIBILITIES AND DUTIES**

1. Supports medical staff and patients to ensure satisfactory handling of authorizations and referrals.
   1. Contact insurance carriers to verify insurance eligibility, benefits, and requirements.
   2. Schedule appointments for new and returning patient for specialty services, imaging, and diagnostic services.
   3. Process referrals and prior authorizations to insurance carriers in a timely manner and prioritizing based on feedback from providers, patients, and other clinical staff to achieve individual productivity and quality metrics set by management.
   4. Reviews all requests for accuracy and completeness and ensures all supporting documentation is present.
   5. Performs timely follow-ups with patients, staff, and other external individuals.
   6. Resolves appeals of denied authorizations.
   7. Utilizes the EHR system to document and route all patient correspondence and messages to the appropriate personnel and providers.
   8. Updates patient insurance, email, phone, and all demographic information.
   9. Research required information using available resources.
   10. Monitors insurance changes relative to coverage and authorization requirements.
   11. Resolves patient complaints by responding directly to the complaint or concern or routing to an appropriate resource.
   12. Answers incoming phone calls, as needed.
2. Engages in group discussion huddles and team meetings as appropriate:
   1. Provides feedback during discussions concerning meeting topics.
   2. Establishes action items based on discussions as necessary.
   3. Completes action item follow up as necessary.
   4. Demonstrates professionalism during discussions.

**GENERAL PROFESSIONAL DEVELOPMENT**

1. Organization: Displays basic organizational skills to self-prioritize and organize own work.
2. Problem Solving: Uses established alternatives and modifies approaches in response to situations encountered.
3. Analysis: Receives and interprets routine information.
4. Problem Resolution: Exercises tact and diplomacy in the resolution of mild conflicts or disagreements.
5. Communication: Provides or exchanges routine information in a professional manner.

**PROFESSIONAL/TECHNICAL KNOWLEDGE, SKILLS & ABILITIES**

1. Possesses a basic level of written and verbal communication skills, computational and computer skills and mathematical knowledge typically acquired through completion of a high school program.
2. Possesses knowledge of medical terminology and/or CPT/ICD-10 coding, typically obtained in on-the-job training.
3. Possesses knowledge of FQHC healthcare billing, typically obtained in on-the-job training.

**TECHNICAL SKILLS**

1. Prepares basic correspondence and simple reports using Microsoft Office Suite.
2. Demonstrates proficiency with all electronic health record systems in use at the health center.

**COMMUNICATION SKILLS**

1. Communicates complex concepts in a clear effective manner for a general audience.
2. Possesses excellent cross-cultural communication skills.

**WoRKING CONDITIONS**:

1. Work is performed in an administrative environment or remote office.
2. This is a non-exempt position, working beyond 40 hours in a week may be assigned in certain circumstances.
3. Requires regular sitting, standing, walking, and lifting of up to 25 pounds.
4. Occasional travel between clinic locations, and occasional regional travel for meetings, conferences, or seminars.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the work. UGLFHC reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and UGLFHC continues to maintain its status as an at-will employer.

**I hereby acknowledge that I have read and understand the above-mentioned job duties, qualifications, policies, and procedures for this position. I also certify that I received a copy of this job description.**

Employee: Date: