

## POSITION DESCRIPTION

INCUMBENT \_\_\_\_\_ CSN \_\_\_\_\_

PRESENT CLASSIFICATION Medical Insurance Assistant Manager DATE \_\_\_\_\_

DEPARTMENT/DIVISION Internal Medicine

### Function

The primary function is to supervise Medical Insurance staff, for the Department of Internal Medicine, when submitting referrals and pre-authorizations as well as independently taking the necessary action to complete all types of complex insurance claim denials, referrals, pre-authorizations and scheduling requests. Also serves as the resource specialist within the Department of Internal Medicine for related clerical staff and to all clinic staff. This position works closely with other supervisors to determine the day-to-day priorities and procedures, and to maintain a high level of integrity within the unit.

### Organizational Relationship

The incumbent in this position reports to the Healthcare Administrator III, who reports to the Assistant to the Chair, who reports to the Chair of the Department of Internal Medicine. The position will be controlled by University procedures, but general directives, and by policies of the Department of Internal Medicine, SIU HealthCare and SIU School of Medicine.

### Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

#### **Administrative**

**40%**

1. Hires, trains and supervises Medical Insurance staff members.
2. Responsible for providing routine feedback to staff, including completion of probationary and annual performance evaluations.
3. Takes administrative action regarding performance/behavior issues in a timely manner, working with Human Resources and HCA III to determine and administer any required disciplinary action.
4. On behalf of the Department, attends training sessions and conferences to remain current regarding policies and procedures of managed care insurance; attends monthly SIU Managed Care Networking Group meetings to keep abreast of changes.
5. Interprets and maintains current information on all participating managed care plans in the clinic area including procedures, coding, etc.

6. Responsible for notifying clinical staff and reception with updates on managed care plans.
7. Provide the staff with appropriate codes for tests given in order to meet each individual insurance company's guidelines.
8. Follow-up with clinic staff to ensure the necessary requirements for individual insurance plans are being fulfilled and addresses issues.
9. Develops and implements processing procedures in order to identify potential problem areas and improve processing procedure.
10. Acts as a back-up to Medical Office Coordinator over Reception and Call Center staff.

### **Clinical Duties**

**60%**

1. Independently initiates and completes managed care referrals/pre-authorizations as indicated by patients' needs and insurance requirements in order to secure approval for the patient's ongoing medical care. Enters referrals in the SMS system and links to appropriate appointments.
2. Reviews patient medical records for necessary documentation and disseminates the appropriate information to the managed care organizations in order to secure approval of the referrals.
3. Schedules patients' tests, procedures and referrals to specialty offices through phone calls and EHR to the proper hospital/specialist according to physician orders and the patient's insurance.
4. Calls patients to relay dates, times and special instructions for tests and referral appointments. Documents required information into the electronic health record. Sends letter to patient to relay above information when within appropriate time frames.
5. Acts as liaison and advisor for patients, physicians, hospitals, insurance companies, government agencies and related interested parties regarding proper documentation, referral requests, authorization procedures and verification of factual information regarding patient's insurance and other sensitive issues within the field.
6. Secures additional health information from the patient and/or physician's office as needed, and initiates follow-up discussions with the managed care organizations in order to obtain a review of referrals for medical care.
7. Serves as a patient advocate in obtaining referrals to specialist physicians and health care agencies in a timely manner and directs patients to preferred hospital, laboratory, or agency where appropriate.
8. Acts as the expert resource on managed care issues. Responds to a variety of questions from patients, nursing staff, physicians, hospitals, and insurance companies concerning the status of referrals and scheduled tests.
9. Completes requests for pharmacy approvals for specialty drugs.

### **Skills, Abilities and Knowledge Needed for the Position**

This position requires comprehensive knowledge of managed care insurance plans; ability to deal effectively with different personality types under mild to heavy stress; excellent communication and telephone skills; and knowledge of medical terminology. This individual performs duties independently with a minimum of supervision. Sensitive to the needs of underrepresented minority populations.



# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

## SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: **Medical Insurance Assistant Manager**

Position No. (If applicable): \_\_\_\_\_ Department: **Internal Medicine Clinic-SMS**

**WORK ENVIRONMENT: (Check all applicable environments)**

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input checked="" type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Twisting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature	Date	Supervisor Name	Employee Signature	Date
HR-01955 01/10	<input type="button" value="Clear"/>	<input type="button" value="Print"/>	<input type="button" value="Physical Demands Definitions"/>	Page 1 of 1