



RCHC/GRMC Prior Authorization Specialist

RESPONSIBLE TO: Clinical Coordinator

JOB SUMMARY & SKILLS NECESSARY:

The Prior Authorization Coordinator will obtain prior authorizations in the clinic setting, including but not limited to prescription medications, Veterans Administration authorizations, some durable medical equipment, and referral authorizations for some specialist appointments. This position will secure the prior authorization and notify the rendering party in the timeliest manner possible, so patients receive the services needed with the least delay.

This document is intended to describe the general duties required by this position. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of this position.

ESSENTIAL JOB FUNCTIONS:

1. Demonstrates behaviors consistent with organizational mission & goals.
2. Demonstrates practices to keep all medical information confidential.
3. Demonstrates behaviors that promote positive patient/staff relations.
4. Comes to work as scheduled; arrives for work on time.
5. Demonstrates proper safety practices in carrying out job duties.
6. Appearance is appropriate to job duties, wear identification on duty.
7. Demonstrates appropriate job competencies
8. Complies with organizational policies in course of duties.
9. Responsible for knowing hospital policies and being familiar with available hospital services.
10. Receive requests for prior authorizations through the electronic health record (EHR) and/or via phone or fax and ensure that they are properly and closely monitored.
11. Process referrals and submit medical records to insurance carriers to expedite prior authorization processes.
12. Manage correspondence with insurance companies, physicians, specialist, and patients as needed, including documenting in the EHR as appropriate.
13. Assist with medical necessity documentation to expedite approvals and ensure that appropriate follow-up is performed.
14. Review accuracy and completeness of information requested and ensure that all supporting documents are present.
15. Review denials and follow up with provider to obtain medically necessary information to submit an appeal of the denial.

16. Prioritize the incoming authorizations by level of urgency to the patient.
17. Secure patient information in accordance with GRMC policy/procedures.
18. Other duties as assigned.
19. Demonstrates an ability to be flexible, organized and function well in stressful situations.
20. Maintains a good working relationship within the department and with other departments.
21. Demonstrates ability to think and act independently in course of duties.
22. Ensures that documentation meets current standards and policies.
23. Manages and operates equipment safely and correctly.
24. Accepts other responsibilities as directed by Department Manager.

POSITION QUALIFICATIONS:

Minimum Education: High school graduate or equivalent

Minimum Experience: Healthcare business office experience, clinic, or nursing experience preferred. Knowledge of insurance process and medical terminology preferred.

Certification or Registration if required: None

-PHYSICAL DEMANDS: (Please indicate the appropriate code for each from those below)

Stand: O

Walk: O

Sit: C

Squat/Kneel: O

Bend: N

Lift/Carry:

0-10 pounds: O

10-20 pounds: O

20-50 pounds: N

50-100 pounds: N

100 + pounds: N

Push/Pull

10-25 pounds: O

25-50 pounds: N

50-100 pounds: N

100 + pounds: N

(N) Non-Applicable; (O) Occasionally; (F) Frequently) (C) Constantly

Reasonable accommodations may be made to enable individuals with disabilities to perform the position accountabilities without compromising patient care or departmental efficiency. However, should it be determined that the employee cannot meet the position accountabilities with or without accommodation, it is the right of GRMC to release the individual under Kansas “Employment at Will” doctrine

Working conditions: In-door climate-controlled office setting that is occasionally very busy. This position includes potential hazards/risks related to ergonomics/body mechanics, infectious agents, and hazardous substances and mechanical/electrical equipment.

Revised 02/07/2024

Professional Requirements: Accepts responsibility for information contained in employee handbook. Maintains regulatory requirements. Maintains patient confidentiality at all times. Attends and completes all required in-services and training sessions. Attends all scheduled staff meetings as required by Administration or Supervisor. Attends annual review and department in-services as scheduled. Actively participates in performance improvement and quality improvement (QI) activities.

Acknowledgement:

I hereby acknowledge that I have received a copy of this position description and that I have both read and understand its contents. I hereby accept responsibility for fulfilling position expectations. I also acknowledge that the Administration or governing body of GRMC may modify the requirements of this job or eliminate it at any time, if deemed necessary. I acknowledge that this position description is representative of overall job requirements but not necessarily comprehensive in its description of all aspects of the job, and I agree that other duties not explicitly mentioned herein may nevertheless be reasonable job expectations on the part of Goodland Regional Medical Center.

Employee Name: _____ Date: _____

Supervisor's Name & Title: _____ Date: _____

Human Resources Signature: _____ Date: _____