

Job Title Authorization Specialist

Direct Supervisor's Title Operations Manager

FLSA Status Hourly / Non-Exempt

JOB SUMMARY

With limited direct oversight and in collaboration with secretarial and other internal staff, the Authorization Specialist will interact with insurance carriers and clinical providers via telephone, computer and fax to obtain and document in the electronic medical record proper authorizations for radiologic, in-office, and surgical procedures, and/or verify and document that said authorizations are not required in order to receive prompt payment for services rendered.

DUTIES

ESSENTIAL FUNCTION	Duty
<input type="checkbox"/>	Assume total "ownership" of the authorization process for all authorizations for the assigned providers.
<input type="checkbox"/>	Regularly review Medent triages requesting various insurance authorizations.
<input type="checkbox"/>	Obtain any and all necessary supporting documentation to submit authorization requests.
<input type="checkbox"/>	Coordinate contact with payers to obtain the maximum number of authorizations with minimum contact. (Batch requests where possible.)
<input type="checkbox"/>	Engage in active problem solving activities to obtain authorizations (including retroactively) without prompting.
<input type="checkbox"/>	Communicate authorization status to provider staff.
<input type="checkbox"/>	Communicate authorization status to patients.

QUALIFICATIONS

1. Education Requirements

Graduation from a Medical Assistant / Medical Office training program preferred.

2. Experience Requirement

2-5 years medical office experience including specific experience obtaining authorizations.

3. Skills and Competencies Requirements

Ability to use wide range of computer programs including Microsoft Office programs and EMR, Medent preferred.

Excellent communication, organization skill and attention to detail.

Ability to work under pressure, meet deadlines and multi-task.
Willingness to work as a team member to meet common goals.
Friendly, outgoing personality, excellent verbal communications skills.
Ability to maintain a professional demeanor and composure when handling difficult clients/stressful situations.
Ability to communicate effectively with insurance companies, attorneys, providers, and staff.
Ability to deal with problems involving last minute changes in scheduled procedures and imaging.

PHYSICAL ACTIVITY

Consistent with a sedentary office and or home setting.

WORK ENVIRONMENT

Work may be performed in both an office or home setting, with light to moderate noise levels.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, skills and working conditions may change as needs evolve.