

## UW HEALTH JOB DESCRIPTION

### SUPERVISOR, PRIOR AUTHORIZATION

Job Code: 442002	FLSA Status: Exempt	Mgt. Approval: D Huibregtse	Date: 12.2016
Department : Admissions		HR Approval: nnl	Date: 12.2016

### JOB SUMMARY

Under general supervision, the Supervisor Prior Authorization is responsible for coordination and supervision of the Prior Authorization staff. Included in the supervision of these areas is preparation of staffing schedules and recommendation and coordination of program-related improvements and changes. This position requires a detailed knowledge base in these program areas as well as an understanding of how these areas impact the flow of work throughout the department and hospital. In addition, the position functions as a supervisory resource for Access Services Staff, when their primary supervisor is unavailable. This involves maintaining a knowledge base of hospital policies and procedures affecting each of these program areas. The incumbent will have detailed knowledge in the hospital purchasing process and cost containment methods of the Prior Authorization Department. In addition, this position is responsible for providing information for budget preparation.

This is a critical Revenue Cycle position with significant impact on reimbursement. To be effective in this position, the incumbent must maintain a thorough knowledge base in Federal and State regulatory requirements and third party reimbursement mechanisms. This position is responsible to ensure that all services rendered by UW Health providers such as Madison Surgery Center, Transformations Surgery Center, and Unity Point-Meriter will be reimbursed. The incumbent will be expected to be knowledgeable of, and be able to perform, the duties of the staff supervised.

A substantial portion of the normal duties of the incumbent requires proper judgment, sensitivity and strict adherence to UW Health's policy on confidentiality. The incumbent has access to patients' medical information, as well as financial information. The incumbent maintains and also has access to confidential departmental personnel files.

### MAJOR RESPONSIBILITIES

#### Supervision

1. Serve as the knowledge expert and information source for staff.
2. Develop staffing calendars and assure staffing needs are met. Implement alternative staffing patterns as needs arise, taking into consideration department budgetary constraints and performance requirements and restrictions.
3. Interview and make hiring decisions to maintain adequate staffing in the department.
4. Review and process time cards in an accurate and timely manner. Maintain accurate employee attendance files.
5. Encourage and commend staff for excellent performance.
6. Work with OPA to develop quality control measures. Implement appropriate measures. Monitor program area performance focusing on accuracy, timeliness, etc. Report statistical findings to Admissions and Fiscal Management.
7. Provide timely performance improvement feedback and coaching. Initiate corrective action for staff when warranted by inappropriate employee behavior or inadequate work performance.
8. Conduct timely training assessments and performance reviews. Solicit feedback from other staff and managers as appropriate.
9. Process time cards in an accurate and timely manner.
10. Assure equipment is in working order. Recommend the purchase of new equipment as required.
11. Respond to employee questions/concerns on an individual basis as needed.
12. Conduct program area meetings to apprise staff of changes and to address broader based program area issues.
13. Personally perform functions supervised, as needed.

#### Development and implementation of policies and procedures

14. Develop, recommend and implement policies and procedures for the Department.
15. Monitor adherence to policies and established procedures both within and outside department. Propose procedural methods which assure effective execution of program responsibilities.
16. Update policy and procedure manuals as required. Apprise staff of changes.

#### Operational Duties

17. Ensure that patient experience and service standards are met.
18. Work with OPA on installation of new computer applications. Provide detailed departmental operating specifics and work with Information Services in the design of new system.
19. Work collaboratively with hospital departments on issues relating to patient admissions, insurance prior authorization/verification, referrals and reimbursement issues. Represent the department in meetings and on committees relating to these issues.
20. Assist in the reimbursement appeals process by providing chronological documentation/tracking of insurance, prior-authorization verification and advisor follow-up for cases under review.
21. Provide training to staff, access reports, and attend training sessions for new products and development of new procedures. Recommend enhancements to the system.
22. Provide training for clerical staff across UW Health regarding the insurance authorization process.
23. Assist staff with complex and disgruntled patient situations requiring attention from a higher authority.
24. Participate in training/development programs as agreed upon with the Access Services Leadership.
25. Gather and analyze departmental and program specific productivity and quality of service metrics. Provide information for budget preparation.

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26. Recommend the purchase of new products/equipment to increase efficiency in departmental processes.
27. Participate in QI teams as assigned.

### Training

28. Develop and/or update training modules. Keep accurate records of personnel training schedules as well as training checklists, and assessments. Ensure training is completed timely.
29. Train and delegate appropriate training responsibilities for new and current staff. Schedule and facilitate cross-training of employees.
30. Observe and modify training schedules as needed to include new methodologies and concepts. Conduct training review sessions.
31. Actively seek and schedule staff development opportunities, including those outside the department that would be beneficial for staff members to attend.
32. Monitor trainee progress and trainer effectiveness via weekly meetings.
33. Identify focus areas for competency assessments. Provide training opportunities addressing areas highlighted by these assessments.
34. Participate in training/development programs as agreed upon with the Access Services/Revenue Cycle leadership.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	Associate degree from an accredited college or university in business, healthcare administration or related major (relevant experience or significant progress towards Bachelor's degree may be considered in lieu of degree)
	Preferred	Bachelor degree from an accredited college or university in a business, healthcare administration or related major
Work Experience	Minimum	Three years of experience in a healthcare revenue cycle or at least 1 year of related experience in a leadership role.
	Preferred	Three years management experience in healthcare revenue cycle operations for a large, complex health care environment, including experience in an academic medical center.
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Knowledge of CPT and ICD coding</li> <li>• Intensive knowledge in managed care requirements as they relate to hospital reimbursement Expert knowledge of Medicare and third party payer reimbursement preferred</li> <li>• Excellent verbal and written communication skills</li> <li>• Leadership experience in a health care environment</li> <li>• Effective interpersonal skills to facilitate work in a team environment and to collaborate with a variety of professionals</li> <li>• Strong decision making and self-motivation skills</li> <li>• Ability to work in a team environment and to collaborate with a variety of professionals</li> <li>• Proficiency in PC software, specifically word processing and spreadsheet programs</li> <li>• Experience with a hospital-based computer system (preferably Epic)</li> <li>• Ability to effectively incorporate the mission and core values into processes and workflows</li> <li>• Ability to effectively manage multiple demands; working under moderate to high degree of pressure</li> <li>• Excellent organizational skills</li> <li>• Ability to maintain and convey a positive attitude and customer service approach to program development.</li> <li>• Ability to multitask and problem solve</li> </ul>

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>

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	and other sedentary criteria are met.			
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.