
POSITION DESCRIPTION
JOHNSON COUNTY COMMUNITY HEALTH SERVICES

JOB TITLE: Authorization Specialist

NAME:

DEPARTMENT: Home Health

DATE: May 2024

FLSA STATUS: Non-Exempt

IMMEDIATE SUPERVISOR: Home Health Nurse Manager

Summary: Authorization Specialist supports Home Health by verifying and ongoing payer authorization and eligibility for Home Health services. This position reports to the Home Health Nurse Manger

ESSENTIAL FUNCTIONS

- I. Authorization Specialist 100% of Time
- Maintains an awareness and knowledge of all Johnson County Community Health Services departments and personnel.
 - Receives phone calls and responds to callers ensuring politeness, confidentiality, and professionalism.
 - Forwards calls to the appropriate persons or takes messages ensuring for politeness, accuracy, confidentiality, and professionalism.
 - Verifies insurance eligibility and authorization of current and potential home care clients in an accurate and timely manner.
 - Communicates payer authorization and eligibility information to Home Health Nurse Manager, Clinical Manager, or designee.
 - Enters insurance authorization and eligibility information. Ensuring all necessary data elements needed for an authorization are available (i.e. ICD-10).
 - Communicates with patients, insurers, and other appropriate parties pertaining to insurance verification and authorization.
 - Notifies Home Health Nurse Manager, Clinical Manager, or designee regarding lack of payer coverage or other service non-coverage issues.
 - Performs re-authorization and eligibility checks in a timely manner.
 - Communicates and documents information regarding change in authorization and eligibility to Home Health Nurse Manager, Clinical Manager, or designee.
 - Monitors and ensures all client authorization of services are current and quantity and type of services provided meet payer requirements.
 - Review and ensure appropriate processing of authorization.
 - Ability to perform clinical chart audits for documentation components.

- Sends informational correspondence and medical records to payers and referral sources.
- Ability to review medical records for necessary documentation for a valid home health referral.
- Obtain documentation from referral sources in a timely and efficient manner.
- Manage all aspects of intake/referrals to include uploading and entering referral into the electronic medical record. Verifying that the referring provider will follow home health episode. Communicate with referral source regarding the ability to accept referrals.
- Coordinate with clinical staff and patients regarding scheduling initial visits.
- Ensure all discharge and transfer summaries are sent to the appropriate provider in the required time frame.
- Management of outgoing orders requiring physician signature.
- Inputting signed orders and pursuing delinquent physician orders.
- Maintains professional, positive, and effective communication with payers, clients, and appropriate staff of JCCHS.
- Responsible for uploading charts to the coding team. Notifying clinicians when charts have been returned and coded.
- Maintains confidentiality of all information pertaining to clients, families, and employees.
- Consults with Home Health Nurse Manager, Clinical Manger, and clinical employees.
- Maintains knowledge and education to remain current, efficient, and productive as a home health insurance and payer resource to JCCHS.
- Manage incoming and outgoing faxes including attaching faxes to proper charts, notifying clinicians that faxes have been received. Send clinicians faxes including all lab results to appropriate providers.
- Scan and attach all incoming documents to the patient's electronic medical record.
- Demonstrates self-direction to prioritize and accomplish job responsibilities.
- Provides cross-coverage and training, when needed, for other team members.
- Regular attendance is required to carry out the essential functions of the position.
- Other duties as assigned by JCCHS.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to follow any other job-related instructions and to perform any other Johnson County Community Health Services related duties requested by their supervisor, subject to reasonable accommodation.

PHYSICAL EFFORT

- Normal physical mobility: movement from place to place on the job, considering distance and speed.
- Normal physical agility: ability to maneuver body while in place.
- Normal physical strength to handle routine office materials and tools.
- Normal physical strength to handle 40 lb. objects, considering frequency.
- Normal dexterity of hands and fingers.
- Normal physical balance: ability to maintain balance and physical control.
- Normal coordination, including eye/hand, hand/foot, etc.
- Normal endurance.

KNOWLEDGE REQUIREMENTS

- Completed High School or equivalent.
- Case management, utilization review or prior authorization experience is preferred.
- Minimum of 3 years' experience in a health care setting and/or related experience.
- Basic medical terminology knowledge.
- Ability to learn appropriate documentation requirements for home health regulations.
- Knowledge of third-party payer rules and regulations preferred.
- Well organized and able to multi-task quickly and effectively.
- Computer literacy

MENTAL EFFORT

- Average concentration/intensity: prolonged mental effort with limited opportunity for breaks.
- Average memory, considering the amount and type of information.
- Average complexity of decision making.
- Average time pressure of decision making.
- Average analytical thinking.
- Average conceptual thinking.

COMMUNICATION

- Above-average verbal communication.
- Above-average written communication.
- Above-average non-verbal communication.

BUSINESS EXPECTATIONS

- Applies company rules, regulations, and policies.
- Attends work regularly and is punctual.
- Presents a professional business appearance.
- Fosters positive work relationships.
- Accepts new responsibilities.

I have read the foregoing job description in its entirety and understand its contents. I can perform all essential functions with or without a reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ Date _____

