



Custom Design Benefits

Department:

Medical Management

Job Title:

Utilization Management Specialist

Reports to:

Director, Medical Risk Management

Position Overview: This job description provides a concise overview of the role's nature and responsibilities. It does not encompass an exhaustive list of required skills, duties, and obligations for individuals in this classification.

As a Utilization Management Specialist, you will be primarily responsible for managing incoming communications from hospitals, physicians, and members related to authorizations and coverage. Your role involves employing evidence-based resources to accurately and promptly input information into the Medical Management system. Collaboration with internal colleagues and the director will ensure the exchange of best practices.

Key Responsibilities:

- Collaborate seamlessly with cross-functional teams to address customer needs.
- Prioritize and respond to provider calls, faxes, and emails in accordance with ERISA regulations.
- Construct utilization management episodes within the Medical Management software.
- Interpret medical terminology from provider clinical data, utilizing MCG (Milliman) and Official Disability Guidelines (ODG) guidelines, and internal policies to support medical necessity.
- Maintain accurate and current Utilization Management/Case Management/Stop Loss documentation.
- Assist workflows including Stop Loss, Case Management, Utilization Management, and RxResults/Specialty Drug by generating reports, sending letters, and communicating with providers for clinical updates.
- Adhere consistently to company and departmental policies, practicing the Custom Way Fundamentals.
- Aid the Director in developing written processes and procedures for the Medical Management Department.
- Provide clerical support as necessary and perform additional assigned duties.

Essential Qualifications:

- Familiarity with medical terminology; preference for experience as a Medical Assistant or Certified Medical Assistant.
- Strong commitment to customer satisfaction and ability to manage tasks concurrently while maintaining accuracy and timeliness.
- Detail-oriented with an aptitude for learning basic Medical Management and clinical functions.
- Proficiency in prioritizing tasks and effectively using various software, including Microsoft Office Suite.
- Exceptional customer service skills, including phone etiquette.
- Superior written and verbal communication abilities.
- Skillful handling of challenging customer interactions in a professional manner.

Fundamentals: Take Care of our Clients; Deliver Results; Be a Great Teammate; Be Positive and "Bring It;" Listen Generously; Be a Life Long Learner; Align with Change

StrengthFinders: Analytical - S; Focus - E; Deliberative - E; Positivity - Responsibility - E; Achiever - E; Discipline - E; Includer - R; Arranger - E; Restorative - E

Degree of Supervision: *Close Supervision (Entry Level), Supervision (Independent), General Supervision (Advanced), Direction (Manager), General Direction (Director)*

- Supervision

Physical Demands and Work Environment: *The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- **Physical Demands:** Job requires sitting up to eight hours a day. Body movement primarily in hand and arm functions associated with normal office activities. Hand and eye coordination, and hand dexterity is required for handwriting and keyboarding over prolonged periods of time. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. This position requires occasional lifting and/or carrying of no more than 25 pounds, and bending, squatting pushing and pulling.
- **Work Environment:** The noise level in the work environment is usually minimal.

Revised by: [A.Manga 8.2023]

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Success Factors (List at least 2 situations that would designate success.)

Situation: Customer Satisfaction. Making sure the Internal and External customers are satisfied.

Obstacle: Multiple priorities may affect response to internal questions or precert determinations

Action: Encourage daily prioritization and Involvement in process reviews to streamline expected work

Result: Effectiveness in meeting turnaround times on precerts and email responses

Situation: Growth and Development

Obstacle: Making the time to attend training.

Action: Provide opportunities for new learnings and build on subject matter expertise

Result: Employee satisfaction