



Authorization Supervisor

Job Code: AUTHSUP - 112

Revision Date: Dec 21, 2018

Salary Range:

\$16.71 - \$27.34 Hourly

\$1,336.80 - \$2,187.20 Biweekly

\$34,763.00 - \$56,869.00 Annually

FLSA: Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

The purpose of this job is to manage the day-to-day operations of a team of prior authorization associates. Plans and directs work flow and project assignments. Oversees prior authorization call volume and workload to ensure service standards are met. Conducts hiring, training and evaluation of staff. Responsible for team's adherence to corporate attendance and employment policies. Works with management to develop policies, procedure and the business work plan for the team. Recognizes and recommends operational improvements.

This class works independently, under limited supervision, reporting major activities through periodic meetings.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Works to develop employee's skills, evaluates performance and provides feedback and oversees resolution of employee relation issues and completes employee performance appraisals.
- Provide on-going coaching to each prior authorization associate on their team concerning quality, reliability, accountability and productivity.
- Ensure service levels and performance guarantees are met.
- Work with Management to implement strategic business work plan goals.
- Tracks and periodically reports progress to management.
- Assist in development of programs and process improvement to enhance the level of internal and external customer service provided.
- Promote a team-oriented environment.
- Serve as a point of escalation for calls requiring a higher degree of expertise or discretion to resolve customer, provider or member issue and ensure timely resolution.

- May take overflow calls.
- Special projects as assigned.
- Evaluates department processes daily. Recommends and coordinates needed changes based on process analysis.
- Assists in preparation of reports to track and analyze data for productivity and operations.
- Assists in developing, implementing and maintaining policies and procedures.
- Conducts regular staff meetings, attends meetings as directed by the Revenue Cycle Manager.
- Performs regular quality assurance audits staff.
- Coordinates, assigns and reviews work and establishes work schedules and determines priorities, assigns and regulates routine work performed by staff.
- Ensures staff collects complete data of the prior authorization form.
- Ensures a high level of collaboration with all departments.
- Acts with honor and integrity, serving as a role model for the company.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires an Associate's Degree or Medical Assistant Certificate and one (1) year of experience in a medical setting verification and eligibility; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment)

- None

Special Certifications and Licenses

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

Americans with Disabilities Act Compliance

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities.

Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.