



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> Referral and Prior Authorization Specialist		<b>JOB CODE:</b> RPAS
<b>GOVERNMENT-EMPLOYEE</b>		<b>EEO:</b> 6
<b>NON-EXEMPT</b>	<b>NO FLEX</b>	<b>PAY GRADE:</b> 18
<b>FUNDING SOURCE:</b> IHS/NPD		<b>HO-CHUNK PREFERENCE</b>

*"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."*

*All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*

### **POSITION OVERVIEW**

Referral and Prior Authorization Specialist (RPAS) acts a liaison between Ho-Chunk Nation Department of Health providers, patients, insurance organizations, and outside medical facilities. Ensures efficient collaboration between various medical staff to streamline patient access to next level of care. RPAS evaluates the authorization coverage for upcoming referral appointments to determine eligibility. Verifies completion of referral process, ensuring all information is received and accurate. RPAS upholds the highest professional integrity and security over all protected patient information and maintains strict confidentiality standards in accordance with the Health Portability and Accountability Act (HIPAA).

### **PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES**

1. Monitor assigned voicemail, in-basket, Electronic Health Record (EHR) tasks and emails daily.
2. Process internal/external telephonic and printed daily requests for electronic and paper medical records.
3. Provide assistance and direction to all callers daily regarding prior authorization, insurance inquiries, or other patient related information.
4. Process all referrals and prior authorizations daily in a timely manner.
5. Communicate with patients, providers, insurance companies, and outside medical facilities daily with professional etiquette.
6. Coordinate the collection of patient data needed for referral and the verification of its receipt to the proper facility for every referral or prior authorization daily.
7. Collaborate with Medical Records staff to document and complete all referrals processed daily.
8. Maintain knowledge of and adhere to all HIPPA, confidentiality and compliance regulations, rules, guidelines, policies and procedures continuously while on duty or outside of work.
9. Other lawful duties as assigned by supervisor.

### **JOB RESPONSIBILITY**

Job Reports to	Supervisor- See Organizational Chart
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interfaces with internal and external customers
Freedom to Act	Operates with independence and subject to regular review by supervisor



## **MINIMUM QUALIFICATIONS**

### **EDUCATION:**

1. High school diploma or equivalent, associate degree in related medical field is preferred.

### **ESSENTIAL:**

1. Must possess a valid driver's license, dependable transportation, and proper insurance.
2. Must have or obtain a certificate of successful completion of medical terminology within six (6) months of employment.
3. Must have or obtain a certificate of successful completion for Fundamentals of Medical Records Law within one (1) year of employment.
4. Must maintain patient confidentiality in accordance with departmental policy, Privacy Act/HIPAA regulations.
5. Promote a healthy, non-abusive lifestyle.

### **EXPERIENCE:**

1. Minimum of two (2) years computer experience.
2. Minimum of two (2) years in an office setting or customer service environment.
3. Minimum of one (1) year electronic medical records experience preferred.
4. Must be familiar with medical terminology.

## **KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Knowledge of modern office procedures and methods including telephone communications and office systems.
2. Knowledge of standard office equipment such as computers, telephones, photocopiers, and other electrical office equipment.
3. Knowledge of laws and regulations in order to legally issue medical files to the allotted individuals and or agencies.
4. Possess the necessary hand dexterity for typing and writing for long periods of time.
5. Excellent verbal and written communication skills.
6. Computer skills to scan, organize, and access information.
7. Must possess professional telephone etiquette.
8. Ability to work well under pressure while providing courteous and cooperative assistance.
9. Detail oriented and self-motivated to prioritize and make decisions to complete duties in a timely manner.

## **WORK PLACE RESPONSIBILITY**

1. Maintains a safe and healthy work environment.
2. The department manager ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned work.

## **WORKING CONDITIONS**

1. Ability to sit at a computer workstation for long periods of time with intermittent standing and walking throughout an 8-hour shift.
2. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and other office equipment.
3. Any physical demands of the position should be listed on the Physical Demands Worksheet referenced.