



Southwest Oregon IPA

Job Description

Position Title: UTILIZATION REVIEW NURSE	Position Number: MM.07
Classification: NON-EXEMPT	Status: PART-TIME, 24-HOURS/WEEK
Department: MEDICAL MANAGEMENT	Work location: REMOTE/OFF-SITE
Reports to: MANAGER OF MEDICAL SERVICES	Supervision Exercised: NON-SUPERVISORY

JOB PURPOSE

Responsible for promoting quality and efficiency of approved health care services received by Advanced Health Oregon Health Plan (OHP) members while insuring compliance with all laws, rules, regulations and contract provisions related to Utilization Review.

The overall goal of the position is to enhance the quality of member management and satisfaction, to promote continuity of care and cost effectiveness. Key partners in this process are the member and relevant family/caregivers, and the member's primary care provider.

Share responsibility for achieving the Quadruple Aim of health care reform: member engagement and satisfaction, improving quality of care, managing costs, and honoring diversity and equity by focusing on the "member" by "doing what is right" and "thinking." All duties are performed in compliance with organization's policies and procedure, contractual obligations, and within federal and state laws and guideline including HIPAA, OSHA, and Waste Fraud and Abuse regulations. Protect the dignity, privacy and confidentiality of members and their families, as well as co-workers and others.

ESSENTIAL RESPONSIBILITIES: Utilization Review

- Maintain working knowledge of benefits as they relate to members enrolled in OHP
- Work with Utilization Team including Manager of Medical Services, Medical Director, Director of Pharmacy Services, to ensure that authorizations are processed according to organization guidelines
- Forward relevant information of members requiring special intervention to affiliated Advanced Health programs
- Involve Medical Director, Manager of Medical Services, and Director of Pharmacy Services for member resource needs that exceed OHP – Medicaid and/or Centers for Medicare and Medicaid Services – Medicare benefit packages or for situations that appear to warrant medical or pharmacy director review for Intensive Care Management (ICM)
- Send notifications for Third Party Review (TPR) or stop loss
- Ensure compliance with SWOIPA policies and procedures as applicable to area(s) of responsibility
- Handle confidential information and materials appropriately and maintains a secure work area
- Other duties as assigned

ESSENTIAL RESPONSIBILITIES: Quality Improvement

- Assists as needed with State required Performance Improvement Projects and outcome measures
- Assist in identifying providers with practice patterns which are not in conformity to best practice standards
- Participate in quality and organizational process improvement activities and teams when requested

ESSENTIAL RESPONSIBILITIES: Communication & Teamwork

- Openly, clearly and respectfully share and receive information, opinions, concerns and feedback in a supportive manner;
- Work collaboratively by mentoring new and existing co-workers, building bridges and creating rapport with team members across the organization;
- Provide excellent customer service to all internal and external customers, which includes team members, members, students, visitors, and vendors, by consistently exceeding the customer's expectations;

- Promote individual and organizational integrity by exhibiting ethical behavior to maintain high standards; and
- Will be detail oriented and strive for accuracy in all functions of the medical management processes.

ESSENTIAL RESPONSIBILITIES: Professional Development

- Remain current with nursing best practice standards
- Recognize new developments in nursing practice and anticipate organizational modifications
- Keep up-to-date on emerging trends in the delivery of medical management services, as well as professional development opportunities that align with individual goals related to the position
- Advance personal knowledge base by pursuing continuing education in order to enhance professional competence
- Promote individual and organizational integrity by exhibiting ethical behavior to maintain high standards
- Expansion of knowledge, skills, and understanding through engagement in a culture of inquiry and continuous learning
- Represent SWOIPA at meetings and conferences as applicable

QUALIFICATIONS

- Current unrestricted Oregon RN License
- Current Basic Life Support Card
- Demonstrated teaching ability and experience

EDUCATION AND EXPERIENCE

Minimum two (2) year Registered Nurse degree from an accredited nursing program. Experience with a similar population in health plan care management or managed care coordination. Experience administering the OHP and Medicare benefits. Related experience in the use of Motivational Interviewing.

KNOWLEDGE

- Knowledge of current nursing practices
- Knowledge of principles of health care of populations
- Oregon Health Plan program requirements, benefit package, eligibility categories, and Oregon Division of Medical Assistance Program (MAP) rules and regulations
- Medicare parts A and B benefit packages and the Centers for Medicare and Medicaid Services (CMS) rules and regulations
- Knowledge of community resources
- Knowledge of ICD, CPT, and HCPCS codes
- Understanding of drug formularies
- Preferred past training in Health Literacy, Poverty Informed, and Cultural Awareness
- Preferred knowledge of CLAS (Culturally Linguistic Appropriate Services) Standards
- Knowledge of federal and state laws including OSHA, HIPAA, Waste Fraud and Abuse
- Awareness and understanding of equity, diversity and inclusion
- Awareness of the equity lens: ability to analyze the unfair benefits and/or burdens within a society or population by understanding the social, political, and environmental contexts of policies, programs, and practices

SKILLS

- Applying methods and techniques of professional nursing
- Identifying problems, researching and recommending resolutions
- Exercise initiative, judgment, discretion and decision-making
- Strong communication and interpersonal skills with demonstrated ability to work independently and as a team member with counterparts across the company and externally
- Demonstrated leadership, problem-solving skills, and conflict resolution
- Professionalism with a high degree of discretion dealing with confidential information
- Able to identify reliable information sources, obtain and evaluate information, and interpret and extract relevant data and conclusions as it related to utilization review
- Shall demonstrate cooperative and respectful behavior with colleagues and supervisors at all times

- Highly organized and detail oriented
- Demonstrate proficiency with Microsoft Word, Excel, Outlook, Intranet, Internet and Access and other standard office equipment for recording, storing, and presenting information
- Use of telephone, copier, scanner, fax
- Proficient in Microsoft Word, Excel, Outlook, internet, data entry and 10-key

ABILITIES

- Understanding complex medical and behavioral health diagnostic information to assist providers and other care coordinators in treatment planning
- Provide critical attention to detail for accuracy and timeliness
- Organize work and remain focused under stressful conditions
- Collaborate with a variety of professional and technical staff maintaining a customer service orientation
- Exercise sound clinical judgment, critical thinking skills, and knowledge of health conditions to determine best outcomes for members
- Demonstrate excellent customer service, excellent verbal and written communication
- Work in an environment with diverse individuals and groups
- Establish collaborative relationships
- Able to work well under pressure. Meet multiple and sometimes competing deadlines. Function under potentially tight timelines
- Manage multiple tasks and remain flexible in a dynamic work environment
- Ability to report to work as scheduled
- The ability to handle stress and sensitive situations effectively while projecting a professional attitude
- Willingness to work a flexible schedule when circumstances necessitate
- The ability to communicate professionally, both orally and in writing
- Ability to work with diverse populations
- Able to relate to and interact with people of differing personalities and backgrounds
- Sensitive to economic considerations, human needs and aware of how one's actions may affect others
- Able to organize and work in a sensitive manner with people from other cultures
- Poised; maintains composure and sense of purpose

WORKING CONDITIONS

- **Physical Demands:** Lifting, bending, reaching, pushing, carrying, sitting, vision and hearing corrected in normal range.
- **Work Condition:**
 - Employee generally works within the interior of an office environment.
 - Employee may travel locally and be responsible for own transportation. Out of area travel may be required on occasion.
 - Hours of operations and specific staff scheduling may vary between worksite based on operational need.
 - The general environment is clean with a comfortable temperature and moderate noise level.
- **Exposed to:** Cold/heat controls, close contact with employees and the general public.
- **Hazardous Conditions:** Exposure to infectious diseases; Potential exposure to physical violence
- **Machines, equipment, tools and supplies used:** Computer, postage machine, fax, copier, calculator, multi-line telephone system, scanner
 - Will answer a high volume of telephone calls, complete documentation, and use computer programs to either obtain or record information.
- **Multiple Duties:** Must be able to work under conditions of frequent interruption and be able to stay on task.

This job description is intended to provide only basic guidelines for meeting job requirements. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of SWOIPA. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

I have read this job description and fully understand the requirements and expectations set forth therein. I hereby accept the position of Utilization Review Nurse and agree to perform the identified functions and expectations in a safe manner and in accordance with SWOIPA's and Advanced Health established policies and procedures.

Employee Name (Please Print)

Employee Signature

Date

Supervisor Signature

Date