



Today's Date: December 19, 2024

Job Listing: Radiology Prior Authorization and Referral Follow-up Nurse-RN/LPN. Ottumwa or Centerville, Iowa

Summary: Responsible for submitting prior authorization requests to insurance companies for radiology procedures. Collaborate with ordering providers to gather necessary information for prior authorization requests, submitting clinical information, and addressing any questions from insurance companies. This nurse is responsible for ensuring that patients receive timely, effective care by following up on referrals made by healthcare providers. The nurse will work closely with healthcare teams, patients, and external service providers to ensure all follow-up steps are completed and that patients receive the appropriate services based on their medical needs. Performs all defined services and other related duties in accordance with the mission of River Hills Community Health Center. Participation includes interdisciplinary team, committees, program evaluations, education and may include the supervision of students.

DUTIES AND RESPONSIBILITIES:

1. Ensure all patient charts and related documentation are maintained current and relevant at all times.
2. Improve patient outcomes and deliver quality care within practice areas as assigned. Ensure all clinical care is delivered in a manner that meets or exceeds goals and expectations for clinical outcomes, quality assurance standards, and patient satisfaction.
3. Develop and maintain favorable external relationships with vendors, contractors, referral agencies and related resources as well as internal relationships, partnerships with co-workers, including clinic managers, and nursing staff.
4. Demonstrate competency in practice and knowledge of current standards of practice.
5. Demonstrate a caring and helpful attitude when interacting with patients, external service providers and fellow employees. Strives to build professional relationships by providing excellent customer service to all patient centered platforms.
6. Handle confidential information with tact and discretion in a HIPAA-compliant manner as specified in CHC's Personnel Policies.

7. Stay current with knowledge, concepts, practices and skills appropriate for the clinical area assigned.
8. Ensure all actions, job performance, personal conduct and communications represent the organization in a highly professional manner at all times.
9. Uphold and ensure compliance and attention to all corporate policies and procedures as well as the overall mission and values of the organization.
10. Participate in maintaining departmental continuous quality improvement program.
11. Ensure all care and nursing practices are conducted consistently within current, relevant standards, as well as state and local laws and regulations, and related professional standards.
12. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.
13. Other duties as assigned

PRIMARY TASKS & DUTIES

1. Prepare and submit prior authorization requests to insurance companies through designated electronic and/or telephonic platforms, including accurate patient information, diagnosis codes, and supporting documentation.
2. Monitor the status of prior authorization requests, communicate with ordering providers and insurance companies regarding any pending approvals or denials.
3. If a request is denied, identify the reasons for denial, work with the provider to address any issues, and potentially resubmit the request with additional supporting documentation.
4. Keep accurate and detailed records of authorization requests, approvals, denials, and follow-up actions.
5. Reaching out to specialty facilities and/or patients after they have been referred to a specialist to confirm an appointment has been scheduled.
6. Documenting all follow-up communication with patients, providers, and specialist offices in the electronic medical record.
7. Check the patient's medical record to confirm that the consultation records have been received to close the loop on the referral.

ESSENTIAL FUNCTIONS / KEY COMPETENCIES

- Ability to carefully review medical records and ensure accuracy in data entry when submitting prior authorization requests.
- Effective communication with healthcare providers, insurance companies, and patients to gather necessary information and advocate for patient needs.
- Familiarity with electronic health records (EHR) and prior authorization platforms.
- Understanding of medical terminology, disease processes, and treatment options to effectively discuss patient care with specialists.
- Ability to prioritize tasks efficiently.

- Detail-oriented with strong organizational skills to manage multiple referrals and follow-ups simultaneously
- Follows River Hills CHC policies and procedures.
- Maintains a safe working environment and practices safe working habits

MINIMUM QUALIFICATIONS:

Education:

1. Graduation from an accredited nursing program.

Knowledge, Skills and Abilities:

1. Current and active licensure as a Registered Nurse (RN) or Licensed Practical Nurse (LPN) in the State of Iowa is required.
2. At least 1-2 years' experience as a nurse preferred.
3. Maintain Nursing CEUs for continued active license
4. Good verbal and written communication skills. Must be able to speak and read the English language.
5. Demonstrated professional commitment to providing services to medically underserved persons
6. Computer literate in electronic mail, word processing and Electronic Health Record (EHR).
7. Certification in Basic Life Support (BLS).
8. Ability to work independently under minimal direct supervision
9. Ability to effectively prioritize multiple tasks is a must

Physical Requirements:

1. Ability to move freely (standing, stooping, walking, bending, pushing and pulling) and lift up to a maximum of fifty (50) pounds without assistance.
2. Sitting, standing and walking approximately 80% of the time.
3. Manual dexterity which allows physical examination of patient.
4. Must have hearing within normal range to elicit and detect pertinent information while communicating with patients and health team. Must be able to detect changes in patient condition through accurate use of auditory monitoring devices, such as stethoscope and to hear and respond to mechanical alarms.
5. Visual acuity which allows for thorough inspection during physical examination of patient.

This job description is intended to describe the general nature and level of work performed by the individual assigned to this classification. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time.

Hours: Generally Monday through Friday 8:00 a.m. to 5:00 p.m.; earlier and extended hours as needed. All scheduling is subject to change at any time.

Supervisor: Nurse Manager or Clinic Manager.

Deadline: Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to recruiting@riverhillshealth.org

Or, mail to:

River Hills CHC
PO Box 458
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.