



JOB DESCRIPTION

Manager, Utilization Management

Business Unit: Aspire Indiana
Department: Utilization Management
Reporting to: Chief Quality Officer
Created: 10/12/2020

Location: Carmel, IN / Remote
Site: Carmel, OP
FLSA Classification: Full-Time; Exempt
Modified Date: 10/15/2020

Position Summary

The Manager, Utilization Management will implement the day-to-day management and maintenance of the functions of the Utilization Management Department to include oversight of the team workflow and record keeping in order to maximize Aspire's success in obtaining prior authorization for care. This position will collaborate with other Aspire leadership and clinical staff to ensure efficient workflow to obtain authorizations, monitor and recommend policy and procedure changes to enhance our Utilization Management activity, and inform leadership of Aspire's compliance with the changing requirements of third party funders and their managed care entities. This position also provides leadership, direction and administrative oversight in advancing and supporting Aspire's mission, vision, values, and strategic priorities.

Essential Responsibilities

Utilization Management

- Provide direct supervision and effective delegation to ensure execution of the following responsibilities of the UM team:
 - Advise primary therapist and/or psychiatrist of utilization strategies and options
 - Advise staff about managed care requirements of client benefits
 - Alert clinical staff to problems and recommend a course of action
 - Coach staff on the requirements for billing/reimbursement for services to justify medical necessity for prior authorizations
 - Advocacy for clients to utilize financial resources to maximum advantage
 - Provide assessment and notification concerning required paperwork for prior authorization requirements
 - Assume responsibility for negotiating on behalf of the client for covered services
 - Contact third party payers when discrepancies occur in regard to authorized services in cooperation with clinicians and Accounts Receivable staff
 - Respond to managed care/insurance company requests for information
 - Accurately enter approved/requested/canceled/denied authorizations in Electronic Health Record, including explanatory documentation
 - Monitor the use of authorized services
 - Alert clinical staff and management about providers or service areas which are consistently high utilizers of service
 - Address any authorization discrepancies
 - Obtain system updates for all Medicaid services, including Clinical and MRO, as needed

- Attainment of Medicaid, commercial insurance, or other funder's prior authorizations
- In collaboration with the electronic health record team, create and implement a system for prior authorization tracking, end user interfaces (clinical, administration roles) , and managing service allocations from funders.
- Implement and/or monitor tracking of medical system assessing compliance with standard of documentation for billing and reimbursement from third party payers
- Work with accounts receivable team to ensure all insurance reimbursement requirements are fulfilled pertaining to prior authorizations
- In conjunction with other revenue cycle processes and departments, ensure coordination of the verification of insurance benefits for clients pertaining to prior authorizations to ensure accurate approved/requested MRO, Medicaid, and commercial authorizations in Electronic Health Record
- Give feedback to practice management to help ensure an efficient workflow to capture and record accurate client eligibility of insurance.
- Give feedback to clinical leadership and revenue cycle teams of clinical services occurring without authorization
- Provide feedback and consultation to clinical staff and leadership about the quality of clinical documentation to meet requirements for obtaining authorization for services
- Manage appeals directly or in conjunction with attending clinician
- Review rejected Medicaid authorizations for internal or external process discrepancies and/or patterns of suspension or denial.
- Maintain documentation of verbal and written contact with clinicians and/or clinical teams about needed requirements for prior authorizations.
- Monitor and ensure integrity of documentation in client authorization record
- Maintain files for Medicaid and MCO Medicaid authorizations and other funders per Medicaid and Aspire guidelines
- Develop/recommend and implement new procedures to enhance authorization activity

Staff Management and Mentorship

- Create and maintain a work climate that emphasizes collective team performance and demonstrates Aspire Indiana Health's core values
- Screen, interview, and make recommendations to hire new staff
- Arrange appropriate on-boarding, training, and performance reviews for staff
- Perform and evaluate staff performance and competency evaluations within required and assigned time frames and standards and provide regular coaching and feedback
- Ensure direct reports remain compliant with all annual trainings, policies, procedures, documentation and certifications, as applicable
- Provide staff training and development opportunities through coaching and mentoring, as well as, corrective action through established progressive discipline procedures
- Coach and mentor staff on quality and efficiency of work, with emphasis on teaching skills to improve and expand on their existing abilities
- Evaluate performance, progress toward meeting individual, team and program goals, as well as, competencies of assigned staff within required and assigned time frames and standard
- Evaluate progress toward achieving team and department goals, objectives and metrics and provide timely, relevant, and actionable feedback to direct reports
- Ensure staff training and development opportunities through coaching and mentoring, as well as, corrective action through established progressive discipline procedures
- Collaborate with People Operations and implement progressive discipline up to and including termination of assigned employees
- Manage timecards, time-off requests and coverage for direct reports
- Manage staff compliance with annual screenings, trainings, and licensure requirements
- Monitor and positively affect employee morale

Customer Service

- Interact with staff and clients in a positive, helpful and professional manner via telephone, email or in person
- Respond promptly and positively to clients, staff, colleagues and all others in a respectful, courteous and confidential manner via telephone, email or in person
- Foster positive communication and a team work atmosphere

Performance

- Meet or exceed established metrics for individual, department, and organizational goals
- Actively participate in goal and objective setting processes for self and direct reports
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Monitor and positively affect employee morale

Coordination and Communication

- Coordinate and lead staff meetings to communicate team member's accountability for new and ongoing objectives and projects
- Build and maintain a strong working relationship with your team, Aspire staff, vendors and external contacts
- Build and maintain relationships with funders and Medicaid to ensure Aspire's successful authorization activity including documentation on all contacts
- Maintain active communication and good working relationships with all referral sources and community stakeholders
- Work collaboratively and interactively with leadership, Aspire support departments, and integrated care teams to ensure quality of services and whole person care
- Interface regularly and cooperatively with A/R and A/P departments to enhance billing and revenue efficiencies
- Coordinate and collaborate with Aspire support services (i.e. People Operations, Accounts Receivable, Finance, Housing, Employment, Facilities, IT, etc.)
- Collaborate with Aspire Leadership to provide staff training to facilitate efficient authorization activity
- Represent Aspire at the community level by attending networking and educational opportunities and promoting the positive reputation of the program
- Open to coaching; respond appropriately to direction from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities
- Respond in a calm and effective manner to a variety of demands, projects, inquiries, requests, and/or feedback regarding programs, policies, procedures, projects, or individual performance and personality types
- Participate in preparation and monitoring of an annual budget and development of the Annual Plan for Services, as applicable
- Report any incidents or difficulties with performing these functions to a member of management in a timely manner

Reporting and Documentation

- Address the requirements of HRSA, DMHA, INARR, Medicaid, Medicare, Joint Commission, etc., as applicable to management position
- Keep all records and documents compliant with local, state and federal governing body guidelines and regulations
- Responsible for timely, thorough, and accurate documentation and billing in the Electronic Health Record (EHR) according to Aspire policies and procedures
- Timely complete and maintain case and agency paperwork according to Aspire standards and as required by external agencies, such as: CANS/ANSA, Bureau of Primary Health Care (BPHC), third-party payees, etc, as well as, internal unit and organizational reports and documentation

Professional Development

- Complete and maintain compliance with any and all required trainings, certifications and continuing education requirements for the position to enhance professional and job-related skills
- Participate in appropriate team and/or administrative meetings and/or assigned committees

- Attend education events/seminars to continue developing expertise in the field and improve important professional relationships
- Proactively create and execute a professional development plan to stay current within field

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion
- **Self Care** - Taking deliberate care of our own mental, emotional, physical, financial, and social well-being

Position-Specific Competencies

- **Decisive** – Demonstrates confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions
- **Results-driven** – Thinks strategically and demonstrates understanding of big picture in order to plan and achieve desired results toward Aspire’s mission and vision
- **Effective communicator** – Uses 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Organized** – Guides staff to produce high-quality and repeatable work with absolute efficiency; leads through confident understanding of and appreciation for policies and procedures; ability to quickly prioritize tasks and address emergent situations
- **Motivating** – Fosters an engaged and supportive work environment in which employees are at their best; establishes him/herself as an effective leader and role model to the team

Skills, Knowledge & Abilities

Education/Experience

- Bachelor’s degree in Nursing, Psychology, Social Work, Health Information (Medical Records) or closely related field from a college/university accredited by the U.S. Department of Education highly preferred; will consider other education with five (5) to eight (8) years directly related equivalent experience
- Five (5) to eight (8) years directly related experience with at least three (3) years of supervisory and/or managerial experience required
- Experience with Community Mental Health Center behavioral health prior authorization activities highly preferred
- Healthcare and/or non-profit experience and a solid understanding of the behavioral health field highly preferred

Other

- Deep personal commitment to the Mission, Vision, and work of the Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Maintain knowledge of state and federal codes and regulations with regard to prior authorizations and privacy and assist Aspire with ensuring compliance to these
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols
- Must be willing to work hours outside the normal 8:00 am - 5:00 pm, 40 hours work week
- Demonstrate respect for the client's confidentiality practices, as well as for the expertise of other team members
- Must be able to work independently as well as collaboratively within a team setting
- Must have excellent supervisory skills, and exceptional soft skills, such as relationship-building, communications, listening, negotiation and diplomacy
- Must have strong interpersonal communication, leadership, problem solving, and teambuilding skills
- Must be detail oriented, have excellent organizational skills and be flexible

- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person and be able to articulate ideas to both clinical and non-clinical audiences
- Demonstrate the ability to effectively make decisions, including making difficult and unpopular decisions, and communicating those decisions with ownership and confidence
- Must be able to demonstrate accuracy and thoroughness and the ability to problem solve and utilize critical thinking skills
- Actively participate in performance management and coaching
- Must be able to demonstrate the effective use of Aspire's Electronic Health Record (EHR)
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must have reliable transportation to oversee programming and/or attend trainings and/or meetings
- Display a positive work ethic

Physical Demands & Working Conditions

The nature of physical, mental and visual demands are consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Predominantly an office-based environment, travel within the community, as needed
- Use of computers, cell phones, virtual meeting tools and other technology devices up to 90% of the time
- Ability to communicate effectively in person, by phone, email or video
- Daily, weekly, monthly and annual deadlines
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 50% of the time; occasional standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 30% of the time; some bending, stooping, stretching, reaching less than 15% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs less than 30% of the time
- Work Environment: Noise level is moderate and for the most part ambient room temperatures, lighting, and traditional office equipment as found in a typical office

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Driving, History Record, Employment Verification, Education Verification, and Professional References

Work Hazard Category

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name