

INCUMBENT _____ CSN _____

CLASSIFICATION Medical Insurance Specialist IV DATE January 4, 2012

DEPARTMENT: Patient Business Services

FUNCTION

The primary responsibility for the incumbent in this position is the supervision of staff assigned to the Managed Care Team in Patient Business Services. In the absence of the Medical Insurance Specialist V, the incumbent will act as the contact in cooperation with the Asst Director for employees of both the Commercial, Fed/State and support unit, management, and outside vendors. The incumbent also examines and analyzes Managed Care explanation of benefits to determine if correct payment has been made or to determine how to receive maximum benefits from Managed Care payers.

ORGANIZATIONAL RELATIONSHIPS

This individual reports to the Medical Insurance Specialist V, Insurance Payer Teams, who in turn reports to the Assistant Director, Patient Business Services.

DUTIES AND RESPONSIBILITIES

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities

- 45% Supervision
Provides day-to-day supervision of the clerical, technical and insurance specialists of the Managed Care team.
Enforce SIU P&S and PBS employee guidelines and policies.
Responsible for interviewing, hiring, training, coordinating and approving leave time of the Managed Care team staff and ensuring coverage guidelines are met.
Maintain responsibility for tracking and evaluating the work performance of the Managed Care team staff and enforcing disciplinary action as required.
Plans, organizes, directs and controls the activities of subordinate staff in support of the duties and responsibilities outlined by the Manager, Assistant Director or the Director.
- 20% Administration
Responsible for the implementation of appropriate operating procedures and controls to assure maximum reimbursement from Managed Care carriers.
Troubleshoots problems, provides assistance, and directs faculty and staff to the appropriate resource to solve issues related to Managed Care charges/invoices.
Represents their teams in a variety of internal and external committees and/or groups.
Monitor Managed Care correspondence and alert the Manager of upcoming program updates, policy changes, claim/billing procedure changes and deadlines.
Work with Information Systems staff either directly or through the manager, Assistant Director or Director in identifying, developing, and implementing automated systems and processes, which enhance the overall effectiveness of the unit and assure optimization of revenues.
Responsible for participating in or conducting presentations and/or educational workshops to both faculty and staff.

Participate in regular Administrative Staff Meetings.

- 20% Reimbursement Analysis
Review Managed Care explanation of benefits (eob) to ensure that maximum reimbursement has been received. The incumbent will use MPV for reimbursement analysis for most Managed Care plans. Follow-up actions include requesting coding reviews, requesting appeals to review boards, requesting administrative hearing, etc. Provide post-audit and quality assurance functions specific to each plans reimbursement. Identify ADHOC reports for special projects and to isolate patterns to be reviewed by billing specialists, coding staff or SIU Physicians & Surgeons administrative staff. Submit denial information to the medical coding staff in the clinical departments for review and coding decisions. Track requests for coding review. Resubmit claims based on the coding reviewer response or take write-offs as directed. Provide routine invoice follow-up as needed. Request appropriate adjustment/write off for denied charges that do not need medical coding review (non-covered service, untimely filings, etc.) Retrieves EOB's from IMS, CD-rom, microfilm or other hard copy records and files as needed. Make appropriate entry of actions taken in the billing system modules. Respond to routine correspondence addressed to the Managed Care team. Access confidential medical record documentation by using SIU Centricity program.
- 10% Insurance Follow-up:
Contact Managed Care representatives to discuss denials and zero payments. If easily resolved, take appropriate action steps including resubmission, adjustments, request for review, etc. Forward to the Medical Insurance Specialist V or Assistant Director if necessary. Request telephone reviews of claims if appropriate. Make appropriate entry of actions taken in the billing system modules.
- 5% Other duties as assigned

SUPERVISORY CONTROLS

The incumbent in this position shall function as a professional and require only general administrative guidance from the Medical Insurance Specialist V, Assistant Director or Director. The individual receives direction in either written or oral form. This individual is authorized to exercise a high level of independent judgment in accomplishing the goals and the objectives of the team.

SKILLS AND ABILITIES

The incumbent in this position must possess effective communication skills, proven administrative abilities and must be able to coordinate the varied elements of a complex payer team. The individual must demonstrate a high level of initiative, organizational ability and flexibility in dealing with a large variety of tasks, responsibilities and problems. The individual must be decisive in setting priorities, establishing management objectives and scheduling work assignments. The incumbent must exercise supervisory responsibility judiciously, appropriately, firmly, and fairly. The incumbent must be thoroughly familiar with the SMS Signature billing system, SIU Physicians & Surgeons, Inc. faculty, policies and guidelines and the principal administrators of the clinical departments. Tact and diplomacy are critical factors and the individual must be sensitive to the priorities and the unique needs of the various constituencies served by Patient Business Services.

Responsibility

- A. Supervisory Controls- The incumbent receives direction in either written or oral form from their supervisor, manager, unit Assistant Director or unit Director.
- B. Guidelines- This incumbent must be able to work within the established guidelines, policies, and procedures established by the SIU Physicians and Surgeons, and other federal/state agencies.

Difficulty

- A. Complexity- Duties and responsibilities of this Incumbent will vary depending on the complexity of the issue to be resolved. The complexity may be as simple as resubmitting the original claim to analyzing the insurance denial to determine the appropriate steps needed to resolve the denial. Guidelines are available for common issues.
- B. Scope and Effect- This position is responsible for interacting with third party payers to ensure that explanation of benefits (EOB) are processed according to policies and procedures within the team and that claims are processed accurately. Denials must be resolved in a timely manner. Failure to perform these duties results in increased accounts receivable and inaccurate statements to patients.

PERSONAL CONTACTS

The incumbent in this position relates to the clinical faculty as a group and as individuals. In addition, the incumbent must work closely with department administrative staff and other managers with SIU P&S. The position requires a high level of contact with Managed Care companies, vendors, patients, and a wide variety of support personnel throughout SIU School of Medicine.

WORKING CONDITIONS

See attached *Physical and Environmental Requirements* form.

COMMENTS

The incumbent in this position is a peer to mid-level managers within Patient Business Services and in other SIU P&S units. It is the responsibility of this individual to ensure that the execution of the above described duties are performed expeditiously and completely according to policies and procedures established by SIU P&S, the School, and University, as well as applicable federal and state regulations.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: Medical Insurance Specialist IV

Position No. (If applicable): _____ Department: SIU HealthCare Patient Business Services-SMS

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom (Performed rarely less than 2% of the time)	Occasionally (Performed less than 25% of the time)	Frequently (Performed 26% to 50% of the time)	Constantly (Performed 51% or most of the time)	N/A
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(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Steeping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Climbing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling		20 - 40 lbs.			<input type="radio"/>
Carrying		20 - 40 lbs.			<input type="radio"/>
Lifting		20 - 40 lbs.			<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the _____ I have read, understand and am capable of meeting the physical and environmental demands of this position.