

**HEALTHSMART MANAGEMENT SERVICES ORGANIZATION, INC.**

**JOB DESCRIPTION**

**JOB TITLE:** UM Coordinator  
**DEPARTMENT:** Utilization Management Department  
**CLASSIFICATION:** Full Time (Non-Exempt)  
**REPORTS TO:** UM Department Supervisor  
**EFFECTIVE:** September 30, 2015

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**POSITION SUMMARY:**

Assist in all UM referral activity for assigned Medical Group(s), ensuring timeliness and accuracy.

**EDUCATION & EXPERIENCE REQUIREMENTS:**

1. High School Graduate.
2. Certified Professional in Utilization Management (CPUM) or Certified Professional in Utilization Review (CPUR) or Medical Assistant with 2 years experience in UM.
3. Experience in managed care environment.
4. ICD-10, CPT and referral processing experience.
5. Data Entry Skills.

**ACCOUNTABILITY/DUTIES/RESPONSIBILITIES:**

1. Accurate processing of referrals for assigned medical group(s), including:
  - a. Eligibility verification
  - b. Benefit verification
  - c. Review of prior activity
  - d. Data entry of timely outcome (approval, denial) and follow up
  - e. Ensure coordination of services, where necessary
  - f. Ensure timeliness of notification to providers (and members, when indicated)
  - g. Maintain accurate detailed notes of activity related to referrals.
2. Timely processing of referrals for assigned medical group(s) according to timeliness chart.
3. Maintain coordination of services between health plans, CCS, Case Management, Linked services, etc.

4. Maintain professional interaction with Medical Directors, Physician Reviewers, IPA Physicians and staff, Nurse/Case Managers for Outpatient coordination of Case Management cases, Fellow coworkers, etc.
5. Report any delays in authorization to UM Supervisor or Lead
6. Obtain assistance and direction with difficult authorizations from UM Supervisor or UM Lead.
7. Maintain and update Matrix logs.
8. Maintain Inter-rater reliability score of 95%. Implement any requests for corrective action immediately.
9. Maintain compliance with HIPAA rules and regulation.
10. Other duties, as identified/assigned.

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Employee's Name

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Date

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Signature