

MASON CITY CLINIC
Job Description

Job Title: Precertification Clerk

FLSA Status: Non-exempt

Job Code:

Employee Group: Non-management

Department: Coding

General Summary:

According to established guidelines, obtains precertification authorization from insurance companies for patients with scheduled surgical procedures, and various tests, including MRIs, CTs, Sleep studies. In doing so, identifies and contacts patient's insurance company for eligibility, pre-existing, and exclusions; provides patient's medical history, treatments received, current conditions, and planned surgical treatment. Determines if prior approval is needed and notifies the appropriate department staff of outcome and the patient when necessary.

Principal Duties and Responsibilities:

- 1) Obtains precertification, prior approval, or pre-determination authorization for scheduled tests and surgical procedures by contacting patient's insurance company, including workman's compensation carriers, for eligibility, pre-existing, or exclusions; provides patient's medical history, treatments received, current conditions, and planned testing or surgical treatment. Determines if prior approval is needed and notifies the appropriate department staff of outcome and the patient when necessary. In doing so either contacts insurance company by phone, fax or completes documentation via on line computer form with pertinent information including patient history, diagnosis, current symptoms.
- 2) Assists in answering patient questions when they present regarding insurance coverage for a procedure, and if authorization is required, or will direct accordingly.
- 3) Notifies appropriate Business Office staff of any possible problems in payment for a procedure, i.e. no insurance or non-covered procedures or services.
- 4) Documents in the computer system the precertification, prior approval or pre-determination authorization information from the insurance company.
- 5) Daily checks the surgical schedule, heart catheterization list, and endoscopy list for possible add on patients that had not been previously approved through the precertification, prior approval, or pre-determination process.
- 6) Interacts with physicians, nurses, coders, and other Clinic staff to gather patient information needed for precertification, prior approval, or pre-determination process.
- 7) Performs basic clerical duties including photocopying, sorting and filing of reports.
- 8) Updates patient demographics if inaccuracies are found.

Knowledge, Skills and Abilities Required:

- 1) Knowledge of basic anatomy, physiology, coding and medical terminology in order to interpret patient history and treatments at a level normally acquired through completion of a one year medical assistant or medical secretary program.

- 2) Approximately one to three months work-related experience in order to gain knowledge of medical terminology, surgical procedures, and insurance coverage issues as well as departmental policies and procedures.
- 3) Ability to comprehend written orders from physicians. The ability to read or write in order to prepare for completion of prior authorizations/approvals.
- 4) Knowledge of computer to research, input, update information pertinent to specific tasks.
- 5) Interpersonal skills necessary in order to deal effectively with physicians, clinic personnel, insurance company representatives and patients in exchanging patient information to obtain precertification authorization.
- 6) Ability to concentrate and pay close attention to detail when reviewing patient medical record, insurance information, and entering data into the computer system which occupies approximately 75-80% percent of work time.

Working Conditions:

Works in a normal office environment where there are few if any, physical discomforts due to dust, dirt, noise and the like.

Reporting Relationships:

Reports to Coding & Reimbursement Manager

Approvals:

Department Manager

Date

Administrator

Date

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Created 6/1994
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