

MASON CITY CLINIC
Job Description

Job Title: Precertification Clerk
Department: Coding

FLSA Status: Non-exempt
Employee Group: Non-management

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) Notifies appropriate Business Office staff of any possible problems in payment for a procedure, i.e. no insurance or non-covered procedures or services.
- 3) Documents in the computer system the precertification, prior approval or pre-determination authorization information from the insurance company including insurance representative name and reference number.
- 4) Interacts with physicians, nurses, coders, and other Clinic staff to gather patient information needed for precertification, prior approval, or pre-determination process.
- 5) Performs basic clerical duties including photocopying, sorting and filing of reports.
- 6) Updates patient demographics if inaccuracies are found.
- 7) Actively participates in the process improvement initiatives and seeks to identify and resolve issues through teamwork and collaboration.
- 8) Maintains patient and clinic confidentiality.

Knowledge, Skills and Abilities Required:

- 1) Knowledge of basic anatomy and medical terminology preferred. This is normally acquired through completion of a medical terminology class or medical assistant or medical secretary program.
- 2) Experience and proficiency in computer navigation and keyboarding in order to research, input, & update information pertinent to specific tasks.
- 3) 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.

- 4) The ability to read, write & comprehend requests for tests or procedure preauthorization in order to process & complete required steps.
- 5) Demonstrated ability of a high level of accuracy required, especially with numbers.
- 6) Excellent 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.
- 7) Demonstrated ability to work well as part of a team.
- 8) 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 Administrator

Approvals:

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
Revised 5/1995
Revised 10/2003
Revised 9/2007
Revised 12/2010
Revised 7/2013
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Revised 7/2017
Revised 12/2017
Revised 11/2018

WORKING CONDITIONS AND PHYSICAL DEMANDS WORKSHEET

Date: 11/2018

Job Title: PreCert Clerk

Department: Coding & Reimbursement

1. Physical Activities

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Balancing	X					
Bending	X					
Climbing	X					
Crawling	X					
Crouching	X					
Kneeling	X					
Reading						X
Sitting						X
Squatting	X					
Standing		X				
Stooping	X					
Walking		X				

2. Lifting and/or Pushing and Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds		X				
10-20 pounds	X					
20-30 pounds	X					
30-60 pounds	X					
Over 60 pounds	X					

3. Carrying and/or Pushing Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds		X				
10-20 pounds	X					
20-30 pounds	X					
30-60 pounds	X					
Over 60 pounds	X					

4. Visual Activity

Level	Yes	No	Comment
Near Vision	X		
Far Vision		X	
Depth Perception		X	
Fine Discriminate Detail		X	
Color Vision		X	
Field of Vision		X	

5. Auditory Activity

Level	Yes	No	Comment
Distinguish Sounds		X	
Distinguish Pitch		X	
Distinguish Tone		X	
Hear Speech	X		

6. Sensory Activity (Touch & Smell)

Level	Yes	No	Comment
Distinguish Hot & Cold		X	
Distinguish Range of Temperature		X	
Distinguish Surfaces		X	
Fine Motor Skills to Grasp		X	
Manual Dexterity	X		Keyboarding & 10-key skills required
Detect Odors		X	
Distinguish Odors		X	

7. Verbal Activity

Level	Yes	No	Comment
Make Sounds		X	
Form Words	X		
Speak Loudly		X	
Speak Softly		X	

8. Mental Activity

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Performing detailed tasks (bookkeeping, transcribing, etc.)						X
Subjected to interruptions			X			
Subjected to changing work priorities		X				

9. Hazardous Conditions

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Exposure to marked changes in temperature & humidity	X					
Exposure to electrical shock	X					
Exposure to vapor, fumes & gases	X					
Exposure to radiation	X					
Exposure to infectious disease	X					
Driving automotive equip.	X					
Exposure to weather elements	X					