



Pre-Cert / Referral / Prior Authorization Coordinator

The Details

- Responsible for daily completion of assigned patient pre certifications/referrals/ prior authorizations, while meeting production requirements
- Responsible for the follow up and maintenance of existing Pre-certifications/ referrals / Prior authorizations.
- Responsible for documenting if members policy covers and or excludes developmental delay diagnoses for the disciplines offered by The Warren Center Inc.
- Reviews, processes and supports Therapy and service pre-certification/referral/prior authorization requests by The Warren Center sites as defined by the market
- Obtains authorization for requisite referrals and schedules appointments accordingly
- Document applicable in network and out-of-network benefits as applicable to patient circumstance
- Provides all necessary information such as medical records, prescriptions, etc. to payor
- Communicates with stakeholders, payor, employer, and patient as appropriate
- Records all appropriate and required information via Aprima and Practice Insight and other applicable platforms per The Warren Center Billing Policy
- Builds relationships with provider, employer and payor communities
- Identifies trends or patterns in missed capture and opportunities to gain capture; Communicates these ideas and trends to Lead and Supervisor
- Handles calls according to the call guidelines of the department
- Participates in quality assurance processes including but not limited to the audit program, case reviews and training sessions
- Ancillary duties include all other revenue cycle task as assigned by team lead / supervisor / manager.
- Duties include however are not limited to: Collections activities for third party payers, Patient calls for collections, sending patient balance statements, billing claims to primary and secondary payers for reimbursement.
- This role is responsible for both ECI and Clinic patients
- Other duties as assigned

Scope measures

- Directly responsible for meeting performance requirements and accurate completion of daily assignment
- Reports to Revenue Cycle Manager / Supervisor

Education/credentials

- High School Diploma or equivalent required; Associates degree preferred
- Proficiency in Microsoft Office (Word, Excel, PowerPoint) and Outlook
- Proficiency with scheduling / insurance verification software

Job-related experience

- Minimum of 1 year experience in medical field - service delivery (referrals, claims, insurance, billing, etc.)
- Experience with Worker's Compensation preferred

Job-related skills/competencies

- Excellent written and oral communication skills with ability to communicate effectively with colleagues at all levels of the organization
- Must display proper business etiquette and be skilled in the arts of diplomacy and tact
- Excellent time management skills including the ability to multitask and prioritize in a fast paced environment
- Attention to detail
- Exemplary decision making and problem solving skills
- Ability to build and maintain productive business relationships

Working conditions/physical demands

- Office environment
- This position requires access to confidential and sensitive information, requiring ongoing discretion and secure information management

The Warren Center Data Protection Commitment

- The Warren Center is committed to protect patient data and to ensure privacy of personal and medical information.
- Every Warren Center Inc., colleague has the responsibility to adhere to data protection principles.
- If a colleague's role includes handling or processing sensitive data, role-specific policies and requirements apply to ensure the protection of patient information.