

## Medical Mgt. Program Utilization Management, Clinical Reviewer (RN) – Job Description

*White Stone Healthcare Resources is an Equal Opportunity Employer and an E-Verify participant that recruits and hires qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, ancestry, citizenship, disability, or veteran status.*

### JOB SUMMARY

The Utilization Management Clinical Review nurse reviews and makes decisions about the appropriateness and level of beneficiary care being provided in an effort to provide cost effective care and ensure proper utilization of resources. Applies clinical knowledge to make determinations for preauthorization, inpatient and continued stay reviews for Medical /Surgical and/or Behavioral Health requests to establish medical necessity, benefit coverage, appropriateness of quality of care, and length of stay or care plan. Utilizes clinical criteria and policy keys to complete review. Documents in the medical management information system. Prepares and presents more complex cases for Medical Director Review. Refer cases to Case Management and Disease Management as appropriate. Advises non-clinical staff on clinical and coding questions. Conducts pre-admission screening and assessments.

### QUALIFICATIONS

#### Required

- U.S. citizenship
- Active, unrestricted RN license
- Must be able to receive a favorable Interim and adjudicated final Department of Defense (DoD) background investigation
- 2+ years clinical experience
- 2+ years UM experience
- Proficient computer skills including Microsoft Office Suite (Teams, Word, Excel and outlook)
- Demonstrates effective verbal and written communication skills

#### Preferred

- 3+ years Medical / Surgical experience
- Behavioral Health experience
- 1-year TriWest or TRICARE experience
- Managed Care experience

### KEY RESPONSIBILITIES

- Conducts prior authorization, continued stay, and referral management activities.

- Assesses medical necessity by screening available information against established criteria, using InterQual Clinical Guidelines, Policy Keys and Behavioral Health criteria. Interprets information and makes decision whether authorizations align with the TriWest benefit program. Ensures timely reviews for requesting facilities and appropriate notification to parties.
- Contacts beneficiary and / or provider to obtain or clarify medical information as necessary.
- Refers cases to Case Management, Care Coordination, or Disease Management for review as necessary.
- Prepares cases for Medical Director and Peer Review according to established policy.
- Refers potential quality issues and complaints to Clinical Quality Management.
- Notifies Internal Audit & Corporate Compliance department of cases for review of potential fraud.
- Maintain compliance with Federal, State and accreditation organizations.
- Performs other duties as assigned.
- Regular and reliable attendance is required.

## COMPETENCIES

### Technical Skills

Knowledge of TRICARE policies and procedures, Utilization Management principles, Managed Care concepts, medical terminology, medical management system, InterQual criteria, working knowledge of medical coding

### Team-Building / Team Player

Influence the actions and opinions of others in a positive direction and build group commitment.

### Organizational Skills

Ability to organize people or tasks, adjust to priorities, learn systems, within time constraints and with available resources; Detail-oriented.

### Independent Thinking / Self-Initiative

Critical thinkers with ability to focus on things which matter most to achieving outcomes; Commitment to task to produce outcomes without direction and to find necessary resources.

### High Intensity Environment

Ability to function in a fast-paced environment with multiple activities occurring simultaneously while maintaining focus and control of workflow.

### Empathy / Customer Service

Customer-focused behavior; Helping approach, including listening skills, patience, respect, and empathy for another's position.

### Coping / Flexibility

Resiliency in adapting to a variety of situations and individuals while maintaining a sense of purpose and mature problem-solving approach is required.

### Computer Literacy

Ability to function in a multi-system Microsoft environment using Word, Outlook, TriWest Intranet, the Internet, and department software applications.

### Communication / People Skills

Ability to influence or persuade others under positive or negative circumstances; Adapt to different styles; Listen critically; Collaborate.

### WORKING CONDITIONS

- Availability to work any shift
- Works remote, with minimal travel
- Private and secure work space and work station with high-speed Internet is required
- Extensive computer work with prolonged sitting
- Department of Defense security clearance

Required technology (equipment) will be provided by White Stone. Employees are required to furnish high-speed, hard-wired Internet, per specifications, plus their desk, chair, and other work-related items. Personal comfort and ergonomics must be considered when selecting an appropriate chair style, desk with adjustable sit/stand feature (if required), wrist rest, etc.

### PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regular attendance required, with special attention to the training period and the first 30 days of employment.
- May experience moderate stress.
- While performing the duties of this job, the employee is regularly required to:
  - sit, talk, and hear.
  - possibly remain in a stationary position with prolonged periods of sitting or standing.
  - communicate with others to exchange information (via technology, listen, talk, type, etc.).
  - communicate via prolonged technology use.
  - use hands to finger, handle or feel; reach with hands and arms; balance.
  - use a computer keyboard for long periods of time, repeating the same movements (using wrists, hands, and fingers).
- Specific vision abilities required by this job include close vision and color vision.

**DISCLAIMER**

Cooperative, positive, courteous, and professional behavior and conduct is an essential function of every position. All employees must be able to work with others beyond giving and receiving instructions. This includes getting along with co-workers, peers, and management without exhibiting behavior extremes. Job functions may require personal leadership skills such as conflict resolution, negotiating, instructing, persuading, speaking with others, as well as responding appropriately to job performance feedback from the supervisor. Additionally, the information contained in this job description has been designated to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.