

Position: Imaging Prior Authorization Specialist

Department: Business Office
Reports To: Business Office Manager
Location: Springdale - Onsite
FLSA: Non -Exempt



I. GENERAL PURPOSE

- Obtain prior authorizations for services as applicable. Complete online and/or paper forms. Retrieve and submit records as needed to obtain authorizations. Work with patients, insurance companies, and clinical staff members.

II. EDUCATION / EXPERIENCE

- High School Diploma or equivalent
- Minimum of 1-2 years of medical office experience, preferred
- Prior authorization experience, preferred
- Knowledge of medical terminology
- Knowledge of g4/PM System & OncoEMR
- Knowledge of ICD-10-CM, HCPCS, and CPT codes
- Proficient in computer skills
- Communicate clearly and concisely
- Ability to work independently and as part of a team
- Ability to maintain good working relationships
- Demonstrate attention to detail
- Demonstrate professionalism in appearance/dress code

III. JOB DUTIES AND RESPONSIBILITIES

- Review imaging schedules for Benton County Clinic, North Hills Clinic, and Parkway Clinic daily to determine the insurances that require prior authorization for imaging.
- Answer and resolve incoming calls regarding STAT requests.
- Promptly obtain authorization(s) for any urgent add-on requests.
- Maintain accurate and current authorization(s) information in OncoEMR and g4.
- Work closely with imaging personnel to determine what date requires review to guarantee all authorizations are obtained in a timely manner.
- Communicate with nursing and medical staff to inform them of any restrictions or special requirements in accordance with insurance plans.
- Work closely with the insurance verification team to ensure coverage is current.
- Maintain a professional demeanor with physician and nurses when addressing concerns regarding imaging orders/diagnoses.
- Set up peer-to-peer reviews as requested.
- Maintain a good working relationship with referring providers and staff.
- Maintain patient/clinic confidentiality.
- Cover positions for Outside Treatments/Genetic Testing/In-patient Authorizations, as designated.
- Maintain pleasant/helpful attitude towards patients and staff.
- Perform all related duties as required by Business Office Manager and Assistant Business Office Manager.

IV. PHYSICAL DEMANDS

IMAGING PRIOR AUTHORIZATION SPECIALIST

- Sitting for long periods of time
- Occasional Lifting 25 pounds or less