

**POSITION** Prior Authorization Specialist

**REPORTS TO** Patient Accounts Manager

**LOCATION** Bismarck, ND

**JOB SUMMARY** This position works closely with surgery coordinators and patient accounts staff to ensure all surgeries done by Dakota Eye Physicians at Dakota Surgery Center or outside facilities are authorized with patient's insurance to ensure payment for services completed.

### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

- High school diploma or equivalent
- Proficiency in computer navigation, with basic Microsoft Office/Outlook skills
- Minimum of 2 years' experience working in the medical field
- Knowledge of contacting insurance companies to obtain eligibility and authorizations
- Excellent written and oral communication skills – including proper phone etiquette
- Organized, detailed and deadline-oriented work habits.

### **DUTIES AND RESPONSIBILITIES**

- Manages prior authorization workflow, policies, and procedures.
- Manages communication between clinic and insurance companies to request prior authorizations and to ensure authorizations are received and distributed/ documented appropriately.
- Contacts payer to obtain prior authorization for surgical procedures.
- Gathers additional clinical and or coding information, as necessary, in order to obtain prior authorization.
- Reviews the accuracy and completeness of information requested and ensures that all supporting documents are present.
- Uses the insurance verification systems to contact the patient and their partner's insurance to verify benefits, identify benefit maximums, and coordination of benefits
- Identifies any need for documentation to obtain treatment precertification and notifies provider immediately.
- Extends expired authorizations when treatment is delayed.
- Stays current on changes to insurers requirements for prior authorizations.
- Assists with other office duties as directed by the Patient Accounts Manager.
- Arrives at work on time each scheduled day of work and completes assigned shift/schedule unless excused or released by the supervisor. Personal time use is

kept within the guidelines as set forth in the policy manual.

- Provides quality care for all patients, directly or indirectly.
- The employee is viewed by others as cooperative, promotes teamwork, and performs other duties as determined by the clinic. Resolves conflict through use of tact and diplomacy.

Job duties of this position are not anticipated to involve exposure to blood or body fluids and performance of Category 1 and Category 2 tasks, as defined by the Clinic Exposure Control Plan, are not a condition of employment.

