



POSITION: Utilization Management/Case Management RN
DEPARTMENT: Medical Management
X Exempt Non-exempt

JOB RESPONSIBILITY SUMMARY:

Responsible for the medical management of an assigned group of employees/employers. This involves daily Utilization Management (UM) reviews including pre determination, concurrent and retro reviews. Telephonic Case Management (CM) of at risk individual members is completed, along with management of high cost member plan of care.

ESSENTIAL FUNCTIONS:

- Daily review of UM pre-certs, continued stay, retro reviews requests according to evidence based criteria. Timely notification of providers and members according to ERISA guidelines.
- Responds to internal and external customers professionally, timely and completely.
- Completes Case Management of members of assigned companies as needed, based on diagnosis, chronic care and high dollar medical or pharmacy costs. Identifies Case Management cases when conducting pre-certifications.
- Documents according to Case Management Society of America guidelines.
- Updates high cost member plan of care at time of pre-certification requests, obtains results of diagnostic studies and identifies cost of specialty drugs.
- Meets the needs of employees/employers in partnership with Account Management, Stop Loss, Sales and Operations staff.
- Integrate the Custom Fundamentals into the daily work.

Essential Skills and Experience

- UM/CM experience minimum of 2 years. Prefer certification in Case Management or Utilization Management
- Must have valid RN licensure in either KY, OH or IN
- Background on the provider side with varied clinical experience and/or payer side with UM/CM experience
- Ability to connect and build relationships over the phone
- Ability to maintain excellent records and reports
- Ability to manage the medical management book of business for assigned employers
- Positive outlook and dedication to customer service
- Thrives in an environment of continuous improvement and change
- Ability to contribute as part of a team, while developing as an individual

Qualified candidates should send a resume and salary expectations to:
careers@customdesignbenefits.com.