



POSITION: Utilization Management Specialist
DEPARTMENT: Risk and Medical Management
REPORTING MANAGER: VP, Risk & Medical Management
Exempt x Non-exempt

JOB RESPONSIBILITY SUMMARY:

The Utilization Management Specialist's primary function is to handle inbound communication from hospitals, physicians & members regarding authorizations and coverage. The position is responsible for utilizing evidence based references and consistently entering information into the Medical Management system timely and accurately. The Utilization Management Specialist works collaboratively with all internal associates and director to ensure best practices are shared.

ESSENTIAL FUNCTIONS:

- Collaborates with Custom Design Benefits intradepartmental teams to meet the needs of the customer
- Responds to and prioritizes provider calls, faxes & email timely and accurately, according to ERISA (Employee Retirement Income Security Act) regulation.
- Build utilization management episodes in the Medical Management software.
- Effectively interpret medical terminology from provider clinical data utilizing MCG (Milliman) and Official Disability Guidelines (ODG) guidelines and internal policies that support medical necessity, using the Precert Directives.
- Ensure all Utilization Management/Case Management/Stop Loss documentation is current and accurate.
- Support Stop Loss, Case Management, Utilization Management, & RxResults/Specialty Drug workflow by running/building reports, sending letters, and contacting providers for clinical updates, as examples.
- Consistently adhere to company and departmental policies and guidelines and practices the Custom Way Fundamentals.
- Assist the Director with the development of written processes and procedures for the Medical Management Department.
- Provide clerical support as needed and other duties as assigned.

ESSENTIAL SKILLS AND EXPERIENCE:

- Knowledge of medical terminology; experience as Medical Assistant or Certified Medical Assistant preferred
- Strong customer focus and sense of urgency
- Ability to manage multiple assignments simultaneously and completing accurately and timely;
- Strong attention to detail
- Ability to learn basic understanding of Medical Management and clinical functions
- Ability to prioritize work
- Computer literate in a variety of software, including Microsoft Office Suite
- Excellent customer service skills – good phone etiquette
- Superior written and verbal communication skills
- Able to handle challenging customers in a professional manner

Qualified candidates should send a cover letter, resume and salary expectations to careers@customdesignbenefits.com.