

**WILLCARE JOB DESCRIPTION**  
**INSURANCE AUTHORIZATION NURSE**

<b>Title:</b> Insurance Authorization Nurse	<b>Department:</b> Insurance Authorization	<b>FLSA Status:</b> Non-Exempt
<b>Reports to:</b> Insurance Authorization Manager	<b>Direct Reports:</b> N/A	<b>Revised:</b> January 9, 2009

**POSITION SUMMARY:**

Responsible for administering timely and accurate insurance authorization approvals.

**ESSENTIAL DUTIES & RESPONSIBILITIES FOR POSITION:**

1. Secures authorizations for all managed care cases in a timely & thorough manner to maximize timely billing and prevent bad debt.
2. Tracks all authorizations and maintains data base of authorization information, as well as status / outcome of all requests.
3. Provides management with ongoing reports on trends in offices regarding following authorization protocols.
4. Communicates timely with clinical staff and third party payers regarding medical necessity for authorizations for home care services and reminders regarding insurance authorization expirations.
5. Maintains data in computer system(s) and verifies the accuracy of the information.
6. Communicates with scheduling coordinators, clinical staff and managers / supervisors regarding inquiries / referrals.
7. Develops policies and procedures in order to operate an efficient Authorization's Department.
8. Conducts training sessions for clinical and office staff regarding authorization policies and procedures, and necessary documentation.
9. Works closely with billing and accounting staff to facilitate timely and accurate billing, and prevent denials and bad debt.
10. Duplicates and collate forms, reports, correspondence, etc. as required.

**DUTIES & RESPONSIBILITIES OF AGENCY EMPLOYEES:**

1. Demonstrates a clear understanding of the Mission, Purpose and Philosophy.
2. Adheres to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity and honesty.
3. Takes initiative and responsibility for decisions as an individual and as a company. Exhibits commitment to personal and companywide goals.
4. Participates in the ongoing development of competencies, capabilities, technology and the resources needed to achieve high standards of efficiency and effectiveness. Approaches everything with the passion and desire to meet the highest standards.
5. Places needs of the patient first at all times. Care management and service delivery are developed with the goals of the patient's healing and support in mind. Strives to deliver lasting value to our patients in the comfort of their home.
6. Strives to help lead the industry through vision, technology, innovation, and customer service. Strives to make a difference in the lives of our employees, patients, and community. Encourages a positive environment and experience for co-workers and patients.
7. Treats employees, patients, and business partners with respect. Fosters teamwork by trusting and supporting each other while encouraging collaboration at all levels of the organization. Embraces diversity and demonstrates the ability to work together.
8. Promotes a safe and efficient working environment by adhering to agency policies and procedures.

9. Maintains confidentiality of all agency and patient related information. Protects patient rights as defined in the patient Bill of Rights.
10. Maintains proper attendance and punctuality to ensure that the department is operated in an efficient and cost effective manner.
11. Adheres to departmental and agency dress codes as observed by supervisor.
12. Communicates information effectively both verbally and in writing.
13. Attends and participates in staff meetings, required in-services, agency PI activities and other meetings as requested.
14. Utilizes material, equipment and time in a safe, beneficial, and cost effective manner
15. Organizes workload to complete responsibilities in an appropriate and timely manner.
16. Observe infection control and standard precautions.

**OTHER DUTIES & RESPONSIBILITIES:**

1. Performs other duties as assigned by supervisor.

**SUPERVISORY RESPONSIBILITIES:**

1. N/A

**EDUCATION & QUALIFICATION REQUIREMENTS:**

1. Bachelor's Degree in Nursing or related health care field.
2. Three (3) years nursing experience and 2 years office / supervisory experience or an equivalent of both.
3. Computer proficiency

**PERSONAL & PHYSICAL REQUIREMENTS:**

4. Ability to lift up to 10 lbs.
5. Work environment is characteristic of any office setting which involves prolonged periods of sitting and intermittent physical activity such as occasional requirement to stand, walk, reach with arms and hands, and to stoop, bend, kneel, or crouch.