

**JOB DESCRIPTION**

<b>Job Title:</b> Utilization Management Nurse	<b>Department:</b> Utilization Management
<b>Reports to:</b> Clinical Manager	<b>FLSA Status (Exempt/Non-Exempt):</b> Non-Exempt
	<b>Date:</b> 08/26/2008

**Purpose of the job:**

Responsible for assuring the receipt of high quality, cost efficient medical outcomes for those enrollees identified as having the need for inpatient and or outpatient precertification / preauthorization. Responsible for screening enrollees for ICM programs including case management and disease management.

**Essential Functions/Responsibilities:**

1. Review precertification requests for medical necessity, referring to the Medical Director those that require additional expertise.
2. Review clinical information for concurrent reviews, extending the Length of Stay for inpatients as appropriate.
3. As part of the UMRN triage program, conduct ongoing availability, monitoring and oversight of non-clinical staff activities
4. Establish effective rapport with other employees, professional support service staff, customers, clients, patients, families, and physicians.
5. Use effective relationship management, coordination of services, resource management, education, patient advocacy, and related interventions to:
  - a. Promote improved quality of care and/or life
  - b. Promote cost effective medical outcomes
  - c. Prevent hospitalization when possible and appropriate
  - d. Promote decreased lengths of hospital stays when appropriate
  - e. Prevent complications in patients under our care when possible
  - f. Provide for continuity of care
  - g. Assure appropriate levels of care are received by patients
6. Provide appropriate consultation and referral to Case Management personnel.
7. Provide advice and counsel to precertification staff.
8. Identify appropriate alternative and non-traditional resources and demonstrate creativity in managing each case to fully utilize all available resources.
9. Maintain accurate records of all interventions and provide timely verbal and written reports to ICM staff and associated clients as directed by the COO.
10. Prepare monthly cost savings and management reports.
11. Assist with preparation of quarterly summary reports, Pharmacy Control and Stop Loss reports on populations served.
12. Maintain accurate records of all communications and interventions.

13. Support company and departmental QA/QI initiatives.

**Qualifications:**

Education and/or Experience Required at Entry:

1. Two years of prior experience with Utilization Management.
2. Previous training and demonstrated competence in negotiations, quality assurance, case management outcomes, and keyboarding/computer use.

**Skills, Abilities and Professional Competencies:**

1. Excellent relationship management skills, including a high degree of psychological sophistication and non-aggressive assertiveness.
2. Demonstrated ability to problem solve complex, multifaceted, emotionally charged situations.
3. Ability to engage easily in abstract thought.
4. Ability to successfully manage conflict, negotiating "win-win" solutions.
5. Strong organizational, task prioritization, and delegation skills.
6. Computer literacy on Microsoft Office products and data base programs.
7. Ability to construct grammatically correct reports using standard medical terminology.
8. Patient advocacy focus.
9. Empathy.

**Special Licenses or Certificate:**

1. Proof of successful completion of educational requirements for a Board Certified Registered Nurse as defined by the state in which the employee is to practice as well as proof of such licensure in good standing.
2. Automobile and valid unencumbered driver's license.

**Working Conditions and Environment/Physical Demands:**

1. Ability to use a computer keyboard and mouse 6-8 hours per day.
2. Ability to dial, answer, and talk on a telephone for 6-8 hours per day.
3. Ability to lift and transport files between office and home; less than 20 pounds.

*The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities associated with it. ICM management reserves the right to amend and change responsibilities to meet business and organizational needs.*