

UW HEALTH JOB DESCRIPTION

Medical Management LPN

Job Code: 18062	FLSA Status: Non-Exempt	Mgt. Approval: S. Espinosa	Date:
Department : Medical Management		HR Approval: nnl	Date:

JOB SUMMARY

Under the supervision of the Director of Medical Management, the Medical Management Licensed Practical Nurse (LPN) is responsible for Prior Authorization, Concurrent and Post Service authorization requests and provides additional support to the registered nurses in performing clinical review of prior authorizations submitted for the list of procedures designated on the Medical Prior Authorization List. The Medical Management LPN will work within NCQA requirements for completion and turn-around times for requests and assists with adherence to established processes. Responsibilities include, but are not limited to data entry of requests, assistance with medical policy review, review of requests, obtaining patient histories and clinic documentation, maintaining case review documentation, and assisting with non-authorization letters. This position teams with other departments to ensure quality care for members managed on behalf of UWMF's insurance partners.

MAJOR RESPONSIBILITIES

1. Perform data entry and case review of prior authorization request submitted to the Medical Management department.
2. Gathers clinical documentation for cases preparation. Assists in the medical review process of authorization requests and claims review as appropriate to assist in making medical necessity decisions and benefit determinations.
3. Follows UWMF medical policies in making determinations regarding coverage for health care services. Makes approval determinations according to written protocols and guidelines as appropriate.
4. Communicates with members and providers regarding benefit issues and keeps up to date on health plans and benefits associated with each type of plan.
5. Communicates with registered nurses or medical directors if questions arise re: policy whenever necessary.
6. Maintains documentation of decision-making regarding each case.
7. Maintains knowledge of the Medical Prior Authorization List and applicable Medical Policy and member certificate information.
8. Works closely with other nursing staff to discuss cases and for making determinations.
9. Communicates with clinic and other requesting facility staff and practitioners to obtain additional information for case documentation.
10. Maintains proficiency in use of computer access to obtain medical information needed.
11. Attends weekly Pre-Case Review and Case Review Meetings.
12. Assists with writing and sending of non-authorization letters.
13. Maintains proficiency and ongoing knowledge of CPT and ICD coding. Complies with appropriate accreditation standards, and governmental and regulatory requirements as they pertain to the performance of the position.
14. Takes accurate and complete telephone messages and refers calls to RN as necessary.
15. Identifies and refers potential quality of care issues to RN Case Manager for follow-up.
16. Attends and actively participates in Medical Management Meetings.
17. Participates in Medical Management activities and attends departmental in-services as scheduled.
18. Assists with second review of claims.
19. Performs initial aspects of researching medical policy information for yearly updates as needed.
20. Performs HEDIS chart reviews, quality of care reviews and medical policy research as needed and provides proper documentation of findings.
21. Participates in internal quality reviews to support continuous quality improvement initiatives within the department.
22. Supports Quality Care Coordinators with programs as necessary.
23. Assists with Health Services projects and activities as assigned.
24. Adhere & Uphold UWMF Mission, Vision and Values and UW Health Service & Performance Standards
25. Other duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent Certificate from Practical Nurse Program
	Preferred	

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Work Experience	Minimum	3 years working in a medical setting Experience or basic knowledge of health plan benefits
	Preferred	Experience working with health insurance
Licenses & Certifications	Minimum	State of Wisconsin LPN licensure CPR certification
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Proficiency in Excel, Word, McKesson and Epic experience preferred • Professional demeanor • Ability to work as a member of a team • Ability to prioritize tasks • Maintains confidentiality

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
x	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.