



Utilization Review Intake Coordinator

Summary of Role:

Under the direction of the UR Admin Supervisor for EK Health Services, Inc., the Utilization Review Intake Coordinator performs end to end processing of Utilization Review referrals. The Intake Coordinator will also assist other administrative staff with overflow work, including word processing, data entry and internet research tasks.

Work Specifics: Standard, eight (8) hour work day, Monday-Friday

Responsibilities include, but are not limited to, the following:

- Promptly answer all incoming calls and assist callers with proper telephone etiquette; must sound professional, credible, pleasant and sincere
- Professional interaction with Nurses, Insurance Adjusters and other medical professionals
- Responds to routine inquiries or complaints from customers and the public; refers non-routine, sensitive and/or complex requests for information and other inquiries or complaints to appropriate staff
- Process Utilization Review referral forms received by EK Health Services
- In-take / Data Entry of UR referrals into EK Health Services software and case assignment
- Professional interaction with Nurses, Insurance Adjusters and other medical professionals
- Scanning, Uploading and labeling of case documents into the appropriate case files.
- Collection of medical files and documents to be scanned, indexed and uploaded to web base Utilization Review case management application. (Must be able to lift up to 25 lbs.)
- The separation and sorting of hard copy/soft copy medical files and documents
- Heavy data entry. (Must be Accurate and Efficient.)
- Other duties as assigned

Job Requirements:

- High School Graduate or G.E.D. equivalent
- Previous Receptionist / Customer Service experience in fast paced environment
- Ability to operate a multi-line telephone system with voice mail and route calls to the correct destination
- Knowledge of standard office practices and procedures
- Professional demeanor with Excellent Listening and Written and Oral Communication Skills
- Strong Organization Skills
- Ten key proficient
- Ability to type accurately at a minimum of forty words per minute
- Must be computer literate with a high comfort level with computers and computer programs (MS Word, MS Excel, Email and Internet)
- High comfort level with office equipment: fax machines, copy machines and scanners.
- Basic medical terminology
- Basic clerical and administrative skills
- Must be Accurate and Efficient
- Must be Punctual and Dependable
- Able to maintain focus and positive attitude in a fast paced environment
- Ability to work independently with minimal supervision in a team oriented environment
- Ability to meet deadlines in a high pressure, time sensitive environment
- Ability to work in an open, high traffic office environment (not easily distracted)
- Ability to Multi-task

- Ability to understand and carry out written and oral instructions
- Ability to lift up to twenty five pounds
- Sit (approx. 75-100% of the time), stand (approx. 0-25% of the time), type (approx. 75-100% of the time) and do the job with or without reasonable accommodation.