



## Utilization Review Supervisor

### Summary of Role:

Under the direction of the UR Director, the **UR Supervisor** will utilize his/her expertise to supervise the day-to-day operational concerns of the UR Health Care Professionals (HCPs) team. The UR Supervisor is accountable for assisting the UR Director in ensuring the efficiency and productivity of the UR HCP staff who work in the office and remotely. As a working supervisor, the UR Supervisor may also step into the work flow and process UR referrals as needed.

Position Specifics: Exempt. Monday through Friday, in our San Jose corporate office or remotely from home

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

- Supervise a portion of the UR HCP staff including the direct performance management, evaluation, and training of employees, under the direction of the UR Director
- Delegate & reassign responsibilities to ensure no staff member is overloaded or under-utilized, including cross training
- Assist in Writing, implementing, updating, and holding staff accountable to operational policies and procedures
- Ensure that all UR regulations are followed and timelines are met daily, assisting UR Director as needed (Daily monitoring of the queue for potentially late reviews)
- Collaborate with DataCare to resolve technical issues
- Process HCP QA weekly and counsel staff (written warnings & PIPs) as needed to ensure quality of work completed
- Assist in HCP overtime management
- Appear before the WCAB as needed to provide UR witness testimony
- Assist in developing HCP meeting agenda items for training
- 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 manager(s)
- Professional interaction with Nurses, Insurance Adjusters and other medical professionals
- Provide initial and ongoing training for HCPs on work flow, client requirements, DWC, URAC requirements, Ahshay system use, etc.
- Maintain and use comprehensive UR HCP/Ahshay training manual
- Perform Quality Assurance audits of HCP work and track QA concerns identified (Approximately 80% of total work time spent on QM)
- Assist HCPs with clarifying requested items on Request for Authorizations (RFAs) for HCPs

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- Assist HCPs with Physician Reviewer edits (Typographical errors, etc.)
- Assist in assigning Physician Reviewers for HCP cases
- Update and disseminate Client Specific information, as needed
- Act as an HCP as needed and as time allows, which includes:
  - Assessment: Analyze the collected data to determine medical necessity as per evidence-based guidelines
  - Planning: Discuss the analyzed data and the comprehensive plan of care with the insurance representative prior to implementation as needed.
  - Upon authorization, may assist and provide notification of decision to provider, requester, claimant, carrier, and all other parties as mandated by law
  - Implementation: Coordinates information between all parties (injured worker, physicians, employer, other providers, such as therapists, and attorney, if any are involved)
  - Evaluation: Participate in annual audits of work product to ensure compliance
- Professional interaction with EKHS staff, members of the medical community, and all customers of EKHS; both in oral and written forms
- All work is done within the scope of practice for a Registered Nurse, Doctor of Chiropractic, or Physical Therapist in California
- Participate and/or lead in teleconferences and staff meetings as scheduled
- Assist with special projects as needed
- Provide back-up support on site for UR Director as assigned
- Other duties as assigned

#### Requirements

- Minimum 2-3 years increasingly responsible experience in Management and/or Operations.
- Strong leadership, interpersonal, and communication skills, with a demonstrated ability to build relationships with all levels of the organization.
- Strong ability to multitask and confident in project management
- Excellent analytical and problem solving skills.
- Graduate of an accredited school of nursing, chiropractic, or other related medical program
- Valid state license in the appropriate scope of practice in good standing with no restrictions
- All work is performed within the scope of practice
- Possesses and can demonstrate the professional and technical skills required
- Experience in UR, Workers' Compensation experience highly preferred

- Excellent Written and Oral Communication Skills
- Excellent Interpersonal Skills
- Strong Organization Skills
- High comfort level with computers and computer programs (MS Word, MS Excel, Email)
- Ability to work independently with minimal supervision
- Ability to meet deadlines in a high pressure, time sensitive environment
- Ability to lift up to 20 lbs
- Sit (approx. 75-100% of the time), stand (approx. 0-40% of the time), type (approx. 75-100% of the time) and do the job with or without reasonable accommodation.