

 Oroville Hospital	Job Description for Case Management Secretary	Department:	Case Management
		Dept.#:	8755
		Last Updated:	8/04/10

Reports To

Director of Case Management

Job Summary

The Case Management Secretary is responsible for coordination of various activities in the Case Management department including initiation of referrals and authorizations. Responsible for the performance of clerical and administrative tasks to ensure the efficient activities related to Case Management. This position is responsible for age-related needs of the following age groups of patients: pediatric, adolescent, adult, and geriatric.

Duties

1. Reviews daily in-patient census for new admits and determine financial classification
2. Initiate Utilization Management Acuity Assessment and Case Management Assessment Form for all new admits
3. Prepares requests for authorization of hospitalization, proof of eligibility and submits to the proper agencies, insurance companies, etc
4. Complete TARS, copy required patient data and fax to Medi-Cal for new admits
5. Maintains and coordinates TARS
6. Follow-up with insurance companies requiring additional patient information prior to authorizing payment for hospitalized services
7. Maintain tracking log of authorized patient days; refer all requested chart reviews to case managers
8. Maintain tracking log of all requested retro-reviews; refer to case manager charge nurse
9. Maintain log of all patients with status change from SDS to in-patient, verify physician order in chart
10. Notify admitting office for any account lacking reference number, or incorrect insurance information was provided
11. Forward completed forms to appropriate departments as required for all discharged patients
12. Answer phones in a professional manner minimizing use of message machine, forward calls appropriately, relay all messages in a timely manner
13. Maintain all reports/logs, post/file data as required
14. Collect mail and distribute appropriately daily

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15. Other duties as assigned

Qualifications

1. Knowledge of Utilization Management / Case Management terminology and functions, in both Managed care and non-managed care environments
2. High school diploma or equivalent required
3. Minimum of two (2) years work experience in healthcare setting as a Unit Clerk, Secretary, Medical Records Clerk or related position required
4. Ability to type 45 wpm accurately
5. Effective communication skills, both verbal and written
6. Possess and maintain proficiency in computer software skills to include Word, Outlook, Excel, Access, PowerPoint and ability to learn other software as needed
7. Medical terminology required
8. Demonstrates knowledge of all types of payer systems, including Medicare and Medi-Cal
9. Integrates with all care centers in hospital, addressing a variety of age-specific concerns
10. Demonstrates knowledge of and participation in Performance Improvement activities

Lifting Requirements

This position requires periods of extensive sitting and phone work. It also requires other repetitive motions (e.g., bending, stooping, and twisting, walking, standing, reaching overhead, pushing or pulling).