



## UTILIZATION MANAGEMENT SUPERVISOR -PRIOR AUTHORIZATIONS

**Position Status:** Exempt  
**Reports To:** Utilization Management Manager - Prior Authorizations  
**Effective Date:** 11/01/13  
**Revised Date:** 02/01/19  
**Job Level:** M1

### POSITION SUMMARY

Under general direction, this position:

1. Supervises, mentors and trains assigned staff and supervises Prior Authorizations (PA) operational activities
2. Performs all of the duties of a PA Nurse
3. Assists Utilization Management (UM) Manager-PA and UM Director with department oversight activities
4. Performs other duties as assigned

### RESPONSIBILITIES

1. Supervises, mentors and trains assigned staff and supervises PA operational activities with duties and responsibilities including but not limited to:
  - Supervising, delegating work, training, mentoring and providing development and growth opportunities to assigned staff
  - In conjunction with the UM Manager-PA, interviewing and participating in the selection of staff
  - Orienting new staff to PA functions
  - Evaluating employee performance, providing feedback to staff, and coaching and counseling staff when performance issues arise
  - Conducting training related to PA functions for all Alliance staff, including the development and maintenance of training materials, in conjunction with the Training and Development team
  - Identifying training gaps and opportunities for improved performance
  - Ensuring that PA staff remain aware of the varying benefits applied to different lines of Alliance business and of any benefit changes
  - Ensuring that the Milliman Care Guidelines (MCG) and other Medi-Cal criteria adopted by the Alliance are implemented appropriately when applied to prior authorization requests
  - Staying informed of benefits and benefit changes in Alliance lines of business and new developments in medical technology
  - Ensuring that PA staff remain aware of the varying benefits applied to different lines of Alliance business and of any benefit changes
  - Educating providers, in conjunction with Provider Services staff, as to efficient and accurate methods of submitting PA requests
  - Ensuring that staff maintains current knowledge of the MCG guidelines and other Medi-Cal criteria adopted by the health plan
  - Tracking turn-around times (TAT) on PA requests to ensure quality and remain within contractual mandates
  - Investigating and following up on complaints, grievances and quality issues related to the prior authorization process

- Ensuring that members are notified in writing of any denials in a timely and culturally competent manner, in accordance with contractual mandates
  - Ensuring that members are notified of appeal rights and that staff distinguish between the Knox-Keene regulations and those mandated by the California Department of Health Services
2. Performs duties as a Prior Authorizations Nurse, with duties and responsibilities including but not limited to:
- Providing PA coverage in the event of staff time off and staffing shortfalls
  - Reviewing PA requests, both inpatient and outpatient in a timely manner
  - Determining utilization decisions based upon nationally recognized guidelines adopted by the Alliance
  - Reviewing prior authorization requests with Medical Director as needed
  - Preparing Notices of Action as needed to meet contractual deadlines and as determined by either DHCS or DMHC
  - Maintaining current and thorough knowledge of MCG guidelines
3. Assists UM Manager-PA and UM Director with department oversight activities, with duties including but not limited to:
- Conducting research, gathering and analyzing information, preparing reports, and preparing documentation in preparation for audits and other regulatory activities
  - Advising Medical Director as to policy and regulatory issues pertaining to prior authorization mandates
  - Coordinating and participating in special projects
  - Assisting with the evaluation of department staffing levels to ensure maximum efficiency
  - Assisting with the development and implementation of unit goals, objectives, policies and procedures
4. Performs other duties as assigned

## EDUCATION AND EXPERIENCE

- Current unrestricted license as a Registered Nurse issued by the State of California
- Associate's degree in Nursing and a minimum of three to five years of clinical nursing experience which included some utilization management experience and some supervisory or team lead experience; or a combination of education and relevant work experience may be qualifying

## KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the principles, practices, tools and techniques used in clinical nursing
- Working knowledge of the principles and practices of utilization management
- Working knowledge of the methods and techniques of research, analysis and reporting
- Working knowledge of and proficiency with Windows based PC system and Microsoft Word, Excel and Outlook, and database systems
- Some knowledge of the principles and practices of supervision and training
- Ability to evaluate medical records and other health care data
- Ability to supervise, train and evaluate the work of staff

- Ability to organize and prioritize the work of others, delegate work effectively, and follow up on work assignments
- Ability to plan, organize and prioritize tasks and work schedules, manage projects and adhere to timelines
- Ability to motivate staff and promote an atmosphere of teamwork and cooperation
- Ability to work independently, apply sound judgment, and make decisions related to areas of functional responsibility
- Ability to provide leadership and facilitate meetings
- Ability to foster effective working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to develop training materials in conjunction with Training and Development staff and conduct trainings
- Ability to quickly learn and use Alliance databases and systems, including the claims and authorization management software
- Ability to identify issues, conduct research, gather and analyze information and data, reach logical and sound conclusions, and make recommendations for action
- Ability to prepare written and oral reports
- Ability to assist with the development, evaluation, improvement and implementation of UM programs and activities

#### DESIRABLE QUALIFICATIONS

- Bachelor's degree in Nursing or a related field
- Experience working in a managed care or hospital setting
- Experience related to prior authorizations, case management, concurrent review, health care quality improvement and/or clinical research
- Some knowledge of Knox Keene, Medi-Cal, Title 22 and related regulations

#### WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

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*This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.*