SUMMARY:
The Clinical Appeals Specialist within our HealthCare Consulting group is responsible for managing client medical denials by conducting a comprehensive analytic review of clinical documentation to determine if an appeal is warranted. Where warranted, the Clinical Appeals Specialist will write sound, compelling factual arguments for Audit team review to determine if an appeal is warranted. The Clinical Appeals Specialist will also attend Administrative Law Judge hearings, handle audit-related correspondence and other administrative duties as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
Core duties and responsibilities include the following:

- Review patient medical records and utilize clinical and regulatory knowledge and skills as well as knowledge of payer requirements to determine why cases are denied and whether an appeal is required.
- Utilize pre-existing criteria and other resources and clinical evidence to develop sound and well-supported appeal arguments, where an appeal is warranted.
- Prepare convincing appeal arguments, using pre-existing criteria sets and/or clinical evidence from existing library of clinical references and/or regulatory arguments, for an Administrative Law Judge hearing and participate in hearings by providing testimony, as necessary.
- Search for supporting clinical evidence to support appeal arguments when existing resources are unavailable.
- Prepare feedback to clients and participate in client meetings
- Discuss documentation-related and level of care decisions with clients, independently, as required.
- Proficiently read and understand abstract information from handwritten patient medical records.
- Ensure compliance with HIPAA regulations, to include confidentiality, as required.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES:
No direct supervisory responsibilities.
SKILLS/COMPETENCIES:

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

- Character - Demonstrates unquestionable integrity in every aspect of work and dealing with others; Consistently models desired behaviors and values established by the company; Respects diversity of perspective in discussions and demonstrates an inclusive style; Demonstrates concerns for job safety for self and others.

- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.

- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

- Administrative Management - Continuously manages administrative functions to ensure quality and timeliness, manages accurate and timely activity and performance reports.

EDUCATION:
Bachelor’s Degree in Nursing or an equivalent degree in a related discipline required, as well as a current state-issued RN license. Knowledge in areas such as InterQual Level of Care Criteria and Milliman & Robertson Criteria as well as knowledge of third party payer regulations related to utilization and quality review is also preferred.
EXPERIENCE:

- Significant experience in the healthcare field is required including a minimum of five years as a clinical nurse in an acute care setting. In addition, having at least two to three years experience in case management, discharge planning, and/or utilization review is preferred.

- Knowledge of regulatory and payer requirements for reimbursement and reason(s) for denials by auditors.

- Ability to critically evaluate and make decisions about whether appeals should be made based on reviews of patient medical records.

- Skill in writing convincing appeals arguments that are sound and supported by evidence that is related to patients’ specific clinical attributes.

- Ability to use pre-existing criteria sets and/or clinical evidence from an existing library of clinical references and/or regulatory arguments to support one’s own clinical appeals arguments.

- Ability to search for supporting clinical evidence to support appeal arguments when there are not existing resources available.

- Demonstrated ability to prepare arguments for an Administrative Law Judge Hearing and participate in a hearing.

- Ability to proficiently read, understand, and abstract information from handwritten patient medical records are essential prerequisites.

- Ability to work in a home-based environment and to work independently as an individual contributor and adapt quickly to changing priorities.

- Maintains confidentiality of patient data and medical records in compliance with HIPAA regulations.

- Ability to read, evaluate, and abstract important information from handwritten patient medical records.

- Excellent oral and technical writing and typing skills.

- Demonstrates flexibility with a willingness to learn and adapt to changes in regulations and task-related priorities.

- Ability to successfully work independently and to adapt quickly to changing priorities and regulations. Excellent oral and technical writing skills and the Ability to maintain confidentiality according to HIPAA regulations is required.

- Ability to travel as required.

- Other duties as assigned.