



## Murray County Medical Center Position Description

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| <b>Classification:</b>      | Prior Authorization Coord/Medical Records Assistant |
| <b>Department:</b>          | Health Information Management (HIM)                 |
| <b>Location:</b>            | Murray County Medical Center                        |
| <b>Reports to:</b>          | HIM Manager   |
| <b>FLSA Classification:</b> | Hourly/Nonexempt                                    |

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### Position Purpose

This position is responsible for performing prior authorization and medical records management functions within the HIM Department. Prior authorization duties include securing insurance approval for hospital services to ensure coverage and compliance. Medical records responsibilities include managing the release of information and ensuring the accurate and timely flow of health information between the hospital and clinic.

This role ensures that medical information is imported promptly into clinic records for provider and nursing access while maintaining the highest standards of accuracy, confidentiality, efficiency, and thoroughness.

### Essential Duties and Responsibilities

#### Prior Authorization Responsibilities

1. Obtain prior authorizations for all applicable orders, including but not limited to MRI, CT, ultrasound, medications, and surgical procedures.
2. Gather and verify all documentation required to secure authorization in accordance with established policies and procedures.
3. Collaborate with physicians, nurses, and other healthcare staff to ensure patient needs are met and authorizations are obtained timely.
4. Obtain insurance authorization for inpatient admissions and stays.
5. Contact insurance companies to verify patient eligibility and benefits, as needed.
6. Complete daily medical necessity reviews for all major diagnostic and treatment orders.

7. Communicate clearly and professionally with patients, families, providers, and insurance companies while maintaining HIPAA compliance.

## **Medical Records and HIM Responsibilities**

1. When not performing prior authorization duties, process Release of Information (ROI) requests and perform central scanning functions.
2. Greet all patients courteously and provide high-quality customer service to patients, coworkers, departments, and external partners.
3. Review record requests and prioritize those requiring immediate or urgent attention.
4. Access, maintain, and organize medical records in accordance with HIM standards.
  - Scan documents under appropriate document titles to maintain organized patient charts.
  - Verify that all physician orders, telephone orders, and related documentation are properly signed prior to scanning.
  - Retrieve signed records and documents from clinic areas for scanning.
  - Deliver new reports and documents to providers for signature.
  - Ensure consistent and timely provider sign-off for all documentation.
  - Maintain effective communication to obtain or relay necessary information.

## **Release of Information (ROI)**

1. Process requests for medical records from patients, providers, attorneys, insurance companies, and other authorized entities.
  - Review requests for completeness and validity.
  - Verify the identity and legal authority of requesters.
  - Locate and prepare the specific records requested.
  - Ensure compliance with HIPAA and applicable state privacy laws.
  - Confirm valid authorizations prior to release.
  - Apply the minimum necessary standard for all disclosures.
  - Release records through approved methods, including EHR systems, patient portals, fax, secure email, mail, or CD.
  - Ensure secure transmission based on organizational guidelines.
  - Calculate allowable copying and transmission fees per regulatory requirements.

## Additional Responsibilities

1. Perform other duties as assigned.

## Job Activities

| <b>Percent of Job</b> | <b>Major Activity</b>  |
|-----------------------|--|
| 50%                   | Prior Authorizations, insurance inquiries, communications          |
| 30%                   | Processing Requests for Medical Records                            |
| 20%                   | Picking up medical records, labeling and scanning records into EMR |
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**100% Total**

## Education and Experience

- Training beyond high school with a focus on accounting, business administration or medical coding.
- Successful completion of Medical Assistant program of training or graduate of an LPN program preferred.
- Three years of experience working in a healthcare office. Familiarity with navigating an EMR. Experience with prior authorization process preferred.

## Requirements

- Must be able to communicate with individual patients in a courteous manner and must be able to explain detailed billing information to the patient or responsible party. Must be able to communicate effectively with third party payers.
- Requires the ability to maintain complete confidentiality of patient medical and financial data.
- Requires the ability to follow a detailed process to ensure accuracy of billing and payment records.
- Accuracy, attention to detail, regulatory knowledge, and strong communication skills are essential

## Working Conditions and Physical Demands

- Work is indoors with occasional exposure to inappropriate verbal communications from patients or responsible parties.
- Requires long periods of sitting and keyboard use, with intermittent walking, bending, squatting, reaching above shoulders and handling of equipment and supplies up to 25 pounds.
- Work requires nearly continuous attention to detail with some deadline pressure.
- Must have acuity of sight, depth perception, field of vision and color vision.
- Must be able to hear ordinary conversations.

## Equipment Operation

- Uses all available office equipment, including computers, laptops, copy and fax machines, telecommunication equipment, mailing equipment, etc.
- Uses standard office software and proprietary software packages created for hospitals.

## Supervisory Responsibilities

No direct supervisory responsibilities.

**Employee Signature:** I have read and agree that I can perform the essential functions of this position.

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Print Name

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Signature

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Date

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Manager or HR Rep. Signature

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Date