

## Job Description

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### Purpose:

The Director of Clinical Appeals is an exempt, full -time onsite/remote position. The Director will serve as the Account Representative for clients in fulfilling clinical appeals support needs and resolving service issues as they arise. Assign and coordinate all projects for the team of Clinical Appeals Review Nurses. Monitor hours, productivity and quality. Assist business development with proposals or presentations for all clinical appeals clients. Design and maintain the Clinical Appeals RN education requirements and program and assist in the providing of education and quality assurance feedback to the Clinical Appeals staff.

### Reports to:

Vice President of Revenue Integrity

### Essential Job Functions:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Complete the following functions in accordance with Managed Resources policies:

- Maintains up-to-date knowledge of regulatory changes impacting clinical appeals requirements and ensures appeals staff are appropriately educated.
- Assists in the development and management of strategy, specific goals, objectives and budgets
- Makes recommendations for process improvements that affect the department and Company in ensuring that all processes are compliant with HIPAA and necessary Medical guidelines, exceed Client expectations and increase revenue.
- Create and manage a quality assurance program for Clinical Appeals Nurses
- Manage the assignment process productivity and ensures that the company is achieving all of their Key Performance Indicators and Service level agreements with clients.
- Develop metrics to analyze trends for our Clients that will assist them in reducing denials.
- Attends Sales and Marketing meetings and assist with proposals and presentations.
- Manages Analyst and Coordinator productivity and workflow.

### Education and Experience:

- BSN, Registered Nurse
- Certification in Case Management preferred.
- Prior experience as a Director of Clinical Appeals; remote environment is a plus
- Possess knowledge and experience with national clinical criteria applied in Case Management including InterQual and Milliman standards.
- Working knowledge of billing codes, Revenue Codes, CPT's, etc.
- Experience and knowledge of managed care contracts, account receivables and revenue cycle functions.
- Working knowledge of provider billing guidelines, payer reimbursement policies, and related industry based standards.
- Experience and success in appealing managed care denials and underpayment decisions.

**Ideal candidate will possess the following:**

- Ability to examine financial and clinical data trends and provide recommended action steps to resolve.
- Profound analytical and problem solving skills are required.
- Business management skills
- Knowledge of the health care industry
- Excellent oral and written communication skills
- Knowledge of computer skills in Microsoft Office and products Word, Excel, PowerPoint, and Access
- Ability to work independently in a fast-paced environment
- Ability to interact with management personnel
- Possess strong organizational skills and attention to detail
- Ability to multi-task and meet multiple deadlines
- Proven ability to prioritize
- Strong communication, administrative and organizational skills
- Ability to multi-task and act effectively under pressure with initiative, tact, and poise

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Managed Resources** is an Equal Opportunity Employer (EOE) M/F/D/V/SO

**Tools & equipment:**

Computer, printer, copier, telephone, fax machine, file folders, filing cabinets.

**Working Environment:**

Normal remote home-based business office conditions and in office or at clients as needed.

**I certify that I have the skills/ability to perform the essential functions of the Director of Clinical Appeals position.**

SIGNATURE			
Signature		Date	

*No job description for a position can possibly include all duties which may be requested by our clients or required by Managed Resources. the objective of all positions is to effectively provide the services personally, or to immediately refer requests to the appropriate manager.*

**ADA - CHECKLIST FOR PHYSICAL ACTIVITIES & REQUIREMENTS, VISUAL ACUITY, AND WORKING CONDITIONS OF THE POSITION**

	<b>1. The physical activity of this position. (Please check all blocks that apply)</b>
	A Climbing. Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion
	B Balancing. Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
X	C Stooping. Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
	D Kneeling. Bending legs at knee to come to a rest on knee or knees.
X	E Crouching. Bending the body downward and forward by bending leg and spine.
	F Crawling. Moving about on hands and knees or hands and feet.
X	G Reaching. Extending hand(s) and arm(s) in any direction.
X	H Standing. Particularly for sustained periods of time.
X	I Walking. Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
	J Pushing. Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
	K Pulling. Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
	L Lifting. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
	M Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
X	N Grasping. Applying pressure to an object with the fingers and palm.
	O Feeling. Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.

X	P	Talking. Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
X	Q	Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound
X	R	Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
	2.	<b>The physical requirements of this position. (Please check all blocks that apply)</b>
X	A	Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
	B	Light work. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.
	C	Medium work. Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
	3.	<b>The visual acuity requirements including color, depth perception, and field vision. (Please check only one block)</b>
X	A	The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes
	B	The worker is required to have visual acuity to perform an activity such as: operates machines, such as lathes, drill presses, power saws, and mills where the seeing job is at or within arm's reach; performs mechanical or skilled trades tasks of a non-repetitive nature, such as carpenter, technicians, service people, plumbers, painters, mechanics, etc.
	C	The worker is required to have visual acuity to operate motor vehicles and/or heavy equipment.
X	D	The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (i.e., custodial, food services, general laborer, etc.) or to make general observations of facilities or structures (i.e., security guard, inspection, etc.)

	<b>4. The conditions the worker will be subject to in this position. (Please check all blocks that apply)</b>
A	The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes
B	The worker is required to have visual acuity to perform an activity such as: operates machines, such as lathes, drill presses, power saws, and mills where the seeing job is at or within arm's reach; performs mechanical or skilled trades tasks of a non-repetitive nature, such as carpenter, technicians, service people, plumbers, painters, mechanics, etc.
C	The worker is required to have visual acuity to operate motor vehicles and/or heavy equipment.
D	The worker is subject to extreme cold. Temperatures typically below 32 for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.
E	The worker is subject to extreme heat. Temperatures above 100 for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.
F	The worker is subject to noise. There is sufficient noise to cause the worker to shout in order to be heard above ambient noise level.
G	The worker is subject to vibration. Exposure to oscillating movements of the extremities or whole body
H	The worker is subject to hazards. Includes a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals.
I	The worker is subject to atmospheric conditions. One or more of the following conditions that affect the respiratory system of the skin: fumes, odors, dust, mists, gases, or poor ventilation.
J	The worker is frequently in close quarters, crawl spaces, shafts, man holes, small enclosed rooms, small sewage and line pipes, and other areas that could cause claustrophobia.
K	The worker is required to function in narrow aisles or passageways.
X	L None. The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work.)