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| <b>Job Title:</b> Utilization Coordinator |   | <b>Unit:</b> Care Management               |  |
| <b>Status:</b> Full-time                  |   | <b>Location of Position:</b> Clarke County |  |
| <b>Posting Date:</b><br>October 27, 2020  | <b>Application Deadline Date:</b><br>Until filled | <b>Job Code:</b><br>RCP061                 |  |

**Utilization Coordinator**  
**Monday-Friday 8:00 A.M - 5:00 P.M.**

**Position summary:** Under the Care Management Department, the UM Coordinator reviews client records to evaluate the documentation justifying service necessity, compliance with federal and state guidelines, accreditation standards and ABHS policy. The UM Coordinator provides scheduled trainings on documentation, service coordination standards and introduction to EHR system for new employee orientation, as assigned, and/or as training support. Program specific trainings are provided, as assigned. Performs review of authorization requests submitted by clinicians and monitors UM review for errors, as assigned. Assists with input of data and generates reports to document errors and trends.

**Duties and Responsibilities:**

- Performs daily tasks with minimal supervision
- Serves as clinical resource in Behavioral Health/Addictive Disease/ Intellectual & Developmental Disability Practices to ensure compliance with regulations, standards and policies
- Primarily responsible for conducting a high percentage of internal audits to include Peer and Quality Reviews to ensure programmatic integrity based on ERO and agency standards, as assigned
- Assists with ERO audits and review, as assigned
- Collaborates with CMD and ABHS programs in the development and monitoring of corrective action plans, as assigned
- Identifies trends, training needs and areas of improvement
- Serves as lead or support trainer for paraprofessional and clerical trainings for designated days of new employee orientation, as assigned
- Collaborates with Manager to develop new trainings for various types of staff and ABHS programs
- Provides follow up support for new employees to assess training needs and coordinates with Program Manager/Director to facilitate additional support/training
- Provides support, feedback and monitoring related to the completion and submission of clinical/programmatic requests for service authorization
- Attends meetings, as determined by supervisor
- Monitors CMD support requests for trends and collaborates with CMD Manager to develop trainings and/or materials for staff. Reviews clinical documentation (e.g. assessment, progress note, treatment plan) for required ERO and agency standards and communicates with supervisor and staff to identify training needs. Works with CMD Manager and EHR System Administrator to identify trends in CareLogic errors and training needs. Review failed claims reports to identify trends and troubleshoot errors. Monitors unresolved errors and notifies clinical and billing staff immediately of corrections needed

- Reviews ERO standards and programmatic requirements (e.g. admission criteria, clinical exclusions, billing and documentation requirements) to ensure compliance corrections and training needs are met. Produces and reviews written reports with CMD Manager and Program Directors to review identified needs and/or recommendations for program improvements. Performs internal audits, including quarterly peer reviews, monthly quality reviews, using established criteria to determine specific and overall issues related to compliance and/or training needs. Shares information with responsible clinician/supervisor and assists in formulating plans for correction/training. Assists clinicians 1:1, as needed, to correct isolated problems
- Maintains a good working relationship with physicians/clinicians/administrative support/business office and others to keep them informed about new rules and regulations. Acknowledges and responds to requests for information in a timely manner. Attends regular agency and program staff meetings to disseminate information and provide support. Participates in Care Management support activities
- Conducts training and/or provides training support for EHR and documentation trainings, as assigned. Knowledgeable in documentation and service coordination standards
- Other duties, as assigned

**Minimum Qualifications:** Bachelor's degree in a related field from an accredited college or university AND Three years of experience in a technical job related to the area of assignment

**Preferred Qualifications:**

- Master's degree in counseling, social work, psychology or closely related field AND 2 years of professional experience in a Behavioral Health/Addictive Disease/Intellectual & Developmental Disabilities setting
- LMSW, LPC, or RN license
- Knowledge of DBHDD provider manual and guidelines
- Proficient use of CareLogic or other Electronic Health Record systems
- Proficient understanding of authorization processes
- Proficient use of Microsoft applications (excel, PowerPoint)

**Certifications, Licenses, Registrations:** Valid GA Driver's License

**TO APPLY**

Applications must be received by the deadline date to be considered. Apply for the available position by submitting your resume to [recruiter@advantagebhs.org](mailto:recruiter@advantagebhs.org). Once your resume is considered, you will be asked to complete the State Application.

Advantage Behavioral Health Systems  
 Human Resource Recruiter  
 250 Bray Street, Athens, Georgia 30601

*Applicants are subject to criminal records, drug screening, employment, and/or background checks.*

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