

Job Summary: Patient Access Manager

Policy

- A. This job summary describes the requirements and responsibilities of the Patient Access Manager position at Vital Care Infusion Services, LLC
- B. This position is an exempt position.
- C. This job summary must be signed before the end of orientation.
- D. This job summary will be used as part of the employee's 90-day performance review/evaluation.
- E. This job summary will be used as part of the employee's annual performance review/evaluation.
- F. This job summary lists key components of the position. However, not all tasks that may be assigned to this position are listed. Additions to the job summary may be made at any time by the Director of Process Improvement and/or Financial Services leadership based on the needs of the company.
- G. This job title requires the signature of a Non-Disclosure Non-Competition Agreement at the time of hire.
- H. The Patient Access Manager shall be responsible for working hours necessary to complete assigned duties within established parameters.

Job Summary

Responsible for auditing patient charts to ensure required documentation on-hand to support claims submission to 3rd party payers. Assist with claims review to ensure accuracy related to medical necessity and identify additional training needs. Responsible for assisting Financial Services team members with the completion and submission of required documentation to provide access to care across the Vital Care network. Responsible for assisting with initial training of PARs. Will monitor industry trends and payer changes in order to provide educational offerings to department team members. Assists with departmental initiatives focused on improving organizational performance.

This position has no supervisory responsibilities.

This position reports to the Director of Process Improvement and/or Financial Services leadership.

Minimal Qualifications

- Must be 18 years old
- Must possess a minimum of associates degree in nursing

- Work independently with minimal supervision.
- Ability to train, motivate and coach others.
- Experience in health care industry.
- Excellent organizational skills required.
- Ability to learn and utilize new software applications required.

Preferred Qualifications

- LPN with 5 years minimum experience, RN preferred
- Case Management/auditing experience
- Home Infusion experience

Physical Requirements

Task	Estimate
The employee must be able to:	
Utilize telephone, computer monitor and keyboard for an extensive period of time.	6-8 hours per day
Walk and lift and/or move up to 50 pounds.	As needed

Essential Job Functions

- Ensures compliance with regulatory and compliance standards.
- Adheres to organization policies and procedures.
- Adheres to department standards regarding acceptable attendance, reporting to work on time and completing work in designated time.
- Attends all mandatory meetings.

Job Responsibilities & Functions

- Conduct routine chart audits to ensure all required billing/admission documentation obtained.
- Monitor patient accounts/claims to ensure inclusion of accurate diagnoses, prescriber information, and therapy categories.
- Monitor denial trends and recommend process improvements
- Review payer requested documentation and appeals packages prior to submission.
- Assist in training and on-boarding of existing and new Financial Services team members

- Monitor Code Blue referrals and assist with identify solutions for patient acceptance. Monitor payer criteria to ensure current policies are available to intake team members
- Completes projects as delegated by the Director of Process Improvement and/or Revenue Cycle Management leadership within the specified timeframe.
- Monitor referral response times to identify opportunities to improve and streamline processes. Develop and maintain an organized system to effectively contribute and assist with multiple referrals throughout the day.
- Assist with payer medical policy and criteria reviews and reach out to payers for clarity as needed
- Communicate via phone or other means with franchise partner staff members.

Orientation Signatures

The signatures below indicate the employee received this job summary during his/her orientation process.

Employee Signature:	Date:
Manager/Director Signature:	Date:

New Assignment or Revision Signatures

The signatures below indicate the employee received this job summary due to a new assignment or a revision of the job description.

Employee Signature:	Date:
Manager/Director Signature:	Date: