

Position Title: Client Navigator-Reauthorization Specialist**Department: Billing****Reports to: Billing & Collections Manager**

A Reauthorization Specialist reviews, organizes, and presents data to help department process and make recommendations regarding the monthly recertification for all Group 2 and Group 3 products placed in the home. Specialist have contact with patients, caregivers, referral sources and payers daily.

Responsibilities

Acquire the knowledge and become an expert on Ethos products and their application and benefit to patient healing.

Performs monthly review of patient documents to ensure recertification clinicals comply with Medicare and payor guidelines or other managed care policies.

Works with Clinical Coordinator to execute the plan for each Group 2 and Group 3 product for replacement, pick-up, or continuation depending on patient compliance, payor guidelines, clinical outcomes, and product efficacy.

Coordinates with Order Processing to ensure a clean hand-off for removal and/or delivery when care plan dictates a change in product.

Follows clinical and compliance guidelines to maximize reimbursement and minimize potential loss or denials.

Manages and maintains proper notes and internal documentation for patient plan of care.

Skills & Abilities

Excellent assessment and customer service skills essential for this position

Strong knowledge of the parameters of clinical product application in the domain of wound management.

Ability to communicate professionally and proficiently, both technical and clinical aspects to customers and providers.

Computer skills including Windows, Excel, Word, and industry specific business software.

Experience and Education:

Experience working independently and collaboratively within a team environment
Experience prioritizing and planning workload to meet goals and deadlines and attain customer satisfaction/loyalty
Excellent problem-solving skills

- Excellent organizational skills
- Associates Degree in business or related field. Minimum high school diploma.

Physical Requirements:

Must be able to remain in a stationary position for extended periods of time

Ability to sit or stand for extended periods of time

Constantly operates a computer and other office productivity machinery, such as a copy machine and computer printer

Ability to travel occasionally by car or commercial flight

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