

PUYALLUP TRIBAL HEALTH AUTHORITY
JOB ANNOUNCEMENT

JOB TITLE:	RN-UM/Referral Services Supervisor	REPORTS TO:	External Services Operations Director
TEAM:	Operational Services	DEPT:	Referral Services
FLSA STATUS:	Exempt	GRADE:	12
OPEN DATE:	October 29, 2008	CLOSE DATE:	November 12, 2008

GENERAL FUNCTION: Manage the daily operations of the Referral Services Department to ensure compliance with applicable federal regulations, contractual obligations and organizational policies pertaining to the authorization of referred services. Perform a variety of professional level Utilization Management, Utilization Review and analytical functions to support the organization. Analyze and evaluate multifaceted health and financial data and assist in defining, developing and implementing departmental processes, operational metrics, reporting, service delivery options and coverage limitations or exclusions

ESSENTIAL JOB FUNCTIONS:

- Develops, implements, and manages the systems and processes to provide referral services to PTHA patients to ensure a responsive system for coverage determinations and authorization of services
- Supervises Referral Services staff including assigning, reviewing and evaluating work; interviews and recommends staff to be hired; counsels and disciplines staff; works with staff to develop and implement new and changed systems; provides support, guidance, leadership and motivation to promote maximum performance.
- Understands and ensures compliance with applicable federal regulations, contractual obligations and organizational policies pertaining to the authorization of referred services; Follow procedures to ensure compliance with eligibility and referral requirements and establish appropriate methods of payment
- Prepares ongoing analysis, reports and projections, planning models and other trends analysis to assist in short and long term planning. Prepares statistical and narrative reports as requested by departmental Director or Administrative staff on utilization patterns, expenditures by revenue stream, demographics of service delivery and trending patterns.
- Establishes and amends, as necessary, a reporting system for monitoring the use of outside providers and tracking and estimating the expected costs of outstanding referral authorizations.
- Responsible for monitoring referral patterns and making recommendation on strategies to contain costs, improve access and insure quality of care; makes recommendations for ongoing and future service delivery options; insures the implementation of applicable practice guidelines and referral criteria established by the Medical Director..
- Serves as clinical liaison between PTHA internal providers and outside providers who provide services to PTHA patients
- Responsible for maintaining good community relationships with outside providers who provide services to PTHA patients and assisting in negotiating access to care in targeted areas.
- Develops annual operating budget and manages department expenditures to meet approved budget.
- Participates as a member of the Clinical Review Board for the resolution of complex cases, appeals, operational changes, and insurance issues; actively participate on various committees as needed and provide support as necessary.
- Acts as supervisor of the Business Office and Case Management Departments in the absence of the External Service Operations Director.

MINIMUM REQUIREMENTS (EDUCATION AND EXPERIENCE):

BA/BS degree from an accredited college or university and a current Registered Nurse (RN) license required. One or more years experience in utilization management, utilization review or managed care in a hospital, health care or managed care setting, plus a minimum of three (3) years supervisory experience. PC literate, including experience with MS Outlook and MS Office Suite (Word, Excel, PowerPoint and Access) or similar applications required.

KNOWLEDGE, SKILLS AND ABILITIES: Sensitivity to and knowledge of Indian customs, traditions and culture. Knowledge of, and/or ability to learn ICD-9 Diagnostic coding, CPT procedural coding, and length of stay guidelines. Knowledge of and/or ability to understand and learn Indian Health Services RPMS system and/or NextGen EPM/EMR. Excellent interpersonal skills, leadership, management and motivational skills, analytical and interpretive skills, organizational skills, as well as strong customer service focus. Independent learner who can acquire the necessary software skills to get the job done. Strong verbal and written communications skills. Comfortable working with minimal supervision. Must have the ability to work independently, as well as in a team, and work well with individuals at all levels within the organization. Must be able to maintain high level of confidentiality.

AGE SPECIFIC RESPONSIBILITIES: Must be able to demonstrate knowledge, skill and ability necessary to provide care to specific age groups served in her/his assigned area.

INFECTION CONTROL RESPONSIBILITIES: Follow facility policies and attend in-services as appropriate.

SAFETY RESPONSIBILITIES: Follow facility policies and attend in-services as appropriate.

ROLES IN THE HAZARDOUS MATERIAL PROGRAM: Follow facility policies and attend in-services as appropriate.

ACTIVITIES UNIQUE TO THE WORK SETTING OF THIS POSITION: Work is performed on a Native American Indian reservation in an urban environment.

SUPERVISORY RESPONSIBILITIES: Supervises Referral Services Department staff. Acts as supervisor of the Business Office and Case Management Departments in the absence of the External Service Operations Director.

MACHINES, TOOLS, EQUIPMENT AND/OR OFFICE MACHINERY UTILIZED: Standard office equipment and computer programs.

WORKING CONDITIONS: Duties performed indoors in office setting.

PHYSICAL REQUIREMENTS: Prolonged sitting and some bending, stooping and reaching. Frequent and extended periods of typing and manual office machinery operation. Prolonged periods viewing computer CRT.

TO APPLY: A PTHA employment application is required (resume optional). Please submit completed applications to the Human Resource Department prior to the closing date. **Indian preference by law.**

Phone (253) 593-0232 ext 516. Fax (253) 593-3479. Email: hr@eptha.com Website: www.eptha.com

PTHA-Human Resource Department
Kwawachee Counseling Center, bldg #4, 1st Floor
2209 E 32nd St
Tacoma, WA 98404

Because of the large number of applications that may be received, not everyone who applies for a vacant position will necessarily be interviewed, only those interviewed will receive notification when the position is filled or closed.

**THE PTHA IS A ALCOHOL/DRUG FREE WORKPLACE
SMOKE-FREE ENVIRONMENT**