



Prior Authorization Nurse

About Clever Care Health Plan

Clever Care Health Plan is a newly founded Medicare Advantage health plan, will serve Medicare beneficiaries in Southern California. Our employees are passionate in providing best services to our members and healthcare providers. Two office locations are at Arcadia, Los Angeles county and Westminster, Orange county. To learn more, please visit CleverCareHealthPlan.com.

Job Summary

The purpose of the Prior Authorization Nurse is to provide enrollees, physicians and facilities with strong clinical support related to the review and approval of medical service authorization requests. The position supports Clever Care Health Plan goals to ensure the appropriate utilization of the organizations' resources. This position will identify, screen, coordinate and process authorization requests covering the entire spectrum of medical services. The Nurse will use best clinical judgment to make determinations of coverage and medical necessity for requested services. This position supports Clever Care Medical Directors with case review prep including medical review criteria for PA determinations that require M.D. intervention. The PA Nurse interacts with other UM team members to support departmental efforts and goals.

Functions & Job Responsibilities

- Responsible for providing timely referral determination by accurate application of medical review criteria including and not limited to, InterQual Guidelines.
- Appropriate and timely identification of referral requests requiring Medical Director review.
- Appropriate member and provider "Notice of Action" language selection for all UM determinations.
- Appropriate selection of preferred and contracted providers, when possible, within Clever Care Health Plan's network.
- Proper identification of member eligibility and health plan benefits.
- Responsible for maintaining turn-around-time requirements (TAT) according to ICE CMS standards.
- Responsible for working closely with supervisor/lead to address issues and delays that impact TAT compliance.
- Continuous monitoring of pended documents for final determination.
- Responsible for working directly with Medical Director's to review and properly address such cases as possible high utilization, high dollar requests, and health plan overturns.



- Responsible for attending internal and external meetings and trainings as requested. Work directly with the Delegated Groups, Providers, and Medical Directors to facilitate the delivery of quality care and services to members and Clever Care enrollees.
- Responsible for maintaining job performance standards as defined by Clever Care.
- Responsible for improved customer service and telephone communications with all callers, both internal and external.
- Attend all mandatory customer service and ethics training.
- Maintain and keep in total confidence, all files, documents and records that pertain to the operation of business.
- All other job related duties as it relates to the job function or as delegated by the management team.

Qualifications

Education:

- Graduate from an Accredited School of Nursing. Bachelor's degree in Nursing preferred. 2+ years of clinical nursing experience. Knowledge of healthcare and managed care preferred

Experience:

- 3-5 years acute care-experience
- Two years managed care experience in Care Management
- Experience in varied health care delivery settings desirable

Skills:

- Computer skills: EZ-CAP, Word and Excel required
- Bilingual in Cantonese, Mandarin, Vietnamese, Korean, Spanish, Thai, Khmer may be required.
- Ability to lead teams and build effective working relationships
- Self-motivated and self-managed person with the desire to learn and the ability to work well with others as a team
- Ability to prioritize and manage multiple projects and maintain deadlines at all levels
- Knowledge and application of English grammar including composition, editing and proofreading skills
- Ability to display a courteous, patient, and helpful attitude toward co-workers at Clever Care Health Plan.
- Experience as a lead or senior UM coordinator or equivalent
- Analytical and problem resolution skills
- Knowledge of basic medical terminology.



8990 Westminster Blvd
3rd Floor
Westminster, CA 92683

660 W Huntington Dr
2nd Floor
Arcadia, CA 91007



- Understanding of community health centers and safety net providers
- Must foster a “Can-Do” attitude

CERTIFICATES AND/OR LICENSES

- Current and Unrestricted RN License preferred