



## Review Specialist *Job Description*

<b>Job Classification:</b>	Non-Exempt
<b>Job Level:</b>	Support
<b>Risk Designation:</b>	High
<b>Access to PHI or ePHI:</b>	Likely
<b>Work Schedule:</b>	Mutually determined
<b>Reporting Relationship:</b>	Director of Clinical Care Review and Quality Improvement

### **Primary Accountability:**

This position is responsible for scheduling peer reviewers (PRs) for all review programs, recruiting reviewers, serving as the initial contact person for PRs in the KFMC office, maintaining PR recruitment files, and conducting PR internal quality control (IQC) activities. Peer reviewers may be physicians, mid-level practitioners, behavioral health clinicians, etc. Processes credentialing and recredentialing applications for health care providers. Mails, reviews, and verifies credentialing applications. Sets up and maintains provider information in an online credentialing database system. Tracks license and certification expirations for all providers to ensure timely renewals. Supports, develops, and maintains relationships with all clinical reviewers (i.e. physicians, midlevel, other practitioners) of KFMC's PR panel. Serves as contact person regarding peer reviewers for all review activities. This position also acts as the contact person for provider organizations submitting medical records. Coordinates distribution of medical records. Requests, receives, organizes, distributes, and retrieves patient medical records for review activities. This position works in collaboration with internal staff members and/or departments as well as external sources to complete contract duties.

### **Major Duties:**

#### **I. PR Support Services**

- A. Scheduling
  1. Schedule PR reviews for all programs.
  2. Prepare, track, and distribute cases to PRs for all review programs.
  3. Receive, track, and distribute cases from PRs to appropriate staff for all review programs.
  4. Monitor the distribution and timely completion of physician reviewed records.
  5. Orient and direct PRs in fulfilling their review responsibilities.
  6. Coordinate cases to ensure the oldest cases in each area of review are reviewed by a PR on a timely basis.
  7. Maintain familiarity with URAC standards for PR review and individual contract peer review requirements.
  8. Communicate to other team members any areas that require additional follow-up or direction beyond the scope of this position's responsibilities.
  9. Offer ideas and recommend changes toward ongoing improvement of peer review activity.

10. Enter timing and/or new PR information into PR IQC database.
11. Update PR maintenance file in PR database.
12. Data enter PR information on each case in the case review database.
13. Coordinate PR reimbursement and be the contact person for all PR inquires and activity.

B. Lead PR recruitment of KFMC PR panel with the assistance of the Credentialing Committee.

## **II. PR IQC**

- A. Assist the Director with the coordination of the Credentialing Committee.
- B. Communicate with the PR IQC/Credentialing Committee on problematic PRs.
- C. Complete action steps as directed by the PR IQC/Credentialing Committee members.
- D. Disseminate PR IQC database reports at PR IQC Committee meetings.
- E. Coordinate ongoing PR education and newsletter updates
- F. Data enter PR IQC information into database.
- G. Maintain PR IQC files.

## **III. Medical Record Handling**

- A. Prepare medical records for electronic distribution to PRs.
- B. Track due dates for reviews to be completed.
- C. Communicate with PRs who have outstanding reviews regarding timelines and due dates.
- D. Process completed reviews (i.e. Case Review database data entry, develop and mail necessary letters, clarify vague PR comments with clinical staff).

## **IV Other Support Activities**

- A. Keep manager and Review Team informed of all activities within area of responsibility.
- B. Back up duties of Sr. Review Coordinator and Review Assistant.
- C. Ensure confidentiality is maintained.
- D. Monitor and track review timeliness.

## **ADDITIONAL FUNCTIONS:**

1. Contribute to the achievement of organizational and work team goals by demonstrating awareness of KFMC Values and Mission Statement.
2. Assist in development, revision, and implementation of KFMC programs, policies, and procedures.
3. Other duties as assigned.

## **Qualifications:**

- Business or vocational graduate in a health-related course of study required; Medical Assistant preferred. Significant training and experience in a health-related field may be substituted for educational requirements.
- Experience interacting with health care providers is preferred.
- At least two (2) years of prior experience in a health care setting.
- Experience in the ambulatory/physician office setting or medical records department is preferred.
- Intermediate to advanced computer skills is required.
- Must be able to interact with KFMC staff, physicians, hospital personnel, a variety of professionals, and the public in a tactful, diplomatic manner to establish rapport and win confidence.

- Ability to gather large amounts of data, analyze, evaluate, and disseminate in a succinct and effective manner.
- Strong written and verbal communication skills, including comfort and experience with public speaking.
- Interpersonal skills to collaborate effectively with internal and external customers.
- Strong attention to accuracy and detail required.
- Creative and strategic-thinking abilities.
- Critical thinking and problem-solving abilities.
- Ability to identify and initiate process improvements.
- Strong organizational skills and the ability to coordinate multiple projects.
- Professional attitude and the ability to maintain confidentiality.
- Demonstrated ability to work independently and as a team member.
- Able to travel with occasional overnight stays.
- Case Review staff with specific credentials required by their position description will provide a copy of their current credential status, and subsequent renewals to the Case Review Manager and Human Resources. Case Review staff are required to report an adverse change in the status of a required credential within three business days of receiving notice from the credentialing authority. Staff may submit a notice of adverse change in a credential by any format and will submit a plan to bring the credential into compliance with the requirement of their Position Description.

**Physical Demands:**

- Ability to sit for extended periods of time.
- Ability to read computer screens and mail.
- Ability to unpack and move supplies up to 25 lbs.
- Ability to drive an automobile.

**Work Environment:**

- Professional and deadline-oriented environment in an office setting.
- Interaction with internal and external customers

**Additional Duties:**

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.

Market Job Type	Market	Hybrid Component	%	Hybrid Component	%	Hybrid Component	%
Hybrid	Kansas City, MO/ Non-Profit/ Revenue <\$5M	Medical Staff Credentialing Specialist (HC07000590)	20	Provider Relations Representative (HC07000511)	20	Medical Records Clerk (HC07000302)	60



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**Acknowledgement** (to be signed and dated at the beginning of the review period):  
A discussion of duties, responsibilities, performance standards, and expectations for the current period took place on the date below. We acknowledge our understanding of these duties, responsibilities, standards, and expectations, and how they will be used to measure work-related performance during this period.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date