

POSITION OVERVIEW

Job Title: Mgr, Prelmaging Services
Business Title: *Mgr, Pre-Img*
Job Code: MGRPREAMGSEV
FLSA Status: Exempt
Department: Pre-Imaging Services
Reports to:
Location: XXXXX
Draft Date: XXXXX
Revision Date: XXXXX
Approved By: XXXXX
Role: People Leader

POSITION SUMMARY

The Manager of Pre-Imaging is responsible for managing a high-volume contact center for all Pre-Imaging Services phone calls. Manages the daily activities of Pre-Imaging Services to ensure the department is operating at optimal performance. Works to continuously improve the experience of customers. Plans, organizes, controls, integrates, and evaluates the work of assigned staff.

POSITION DUTIES AND RESPONSIBILITIES

- Serve as a key responsible person in the management of the PCC staff. Serves as the initial contact for department-specific issues.
- Maintain a current understanding of clinic operations and procedures.
- In collaboration with the Pre-Imaging Director, conduct personnel activities to include hiring, training, evaluating, disciplinary actions, and other personnel actions as required.
- Makes necessary changes in staffing based on day of week, clinical load, other anticipated events.
- Monitors productivity of patient service representatives and generates reports.
- Reviews data to monitor the length of time customers remain on hold.
- Monitors productivity of patient service representatives and generates reports.
- Reviews data to monitor the length of time customers remain on hold.
- Compile work volume statistics for accounting purposes and keep records of client service requests and complaints. Determines work procedures, prepares work schedules, and expedites workflow.
- Studies and standardizes procedures to improve efficiency of staff.
- Maintains collaboration among staff and resolves grievances.
- Manages the staff and is responsible for overall direction, coordination planning, assigning and directing work.
- Perform other Duties as assigned by the Pre-Imaging Director.
- Review information for continued visits management including type and duration of service, authorization and treatment codes, re-authorization and continued visit requirements necessary for ongoing treatment
- Responsible for obtaining and communicating pre-authorization as needed per insurance company requirements
- Responsible for tracking, obtaining, and extending authorizations from various carriers in a timely manner
- Verify receipt of all necessary pre-authorization documents prior to the procedure

- Communicating with other staff, patients and providers about patient pre-authorization and eligibility status
- Maintains a thorough understanding of all major insurance plans and educates staff regarding insurance requirements and limitations
- Ensures the consistent achievement of monthly service levels.
- Responsible for the successful service delivery of Scheduling, Medical Records, Authorization and Eligibility functions and ensuring radiologist and referring physician needs are met for image availability, including delivery of relevant media where applicable.
- Identifies opportunities to improve service delivery, patient experience, and department efficiency; manages the implementation of associated projects.
- Partners with Manager, Workforce Analytics to determine and coordinate staffing needs, work methods and performance standards.
- Plans, organizes, supervises and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance.
- Provides day-to-day leadership to front-line team members and works to ensure a high performance, customer service-oriented work environment that supports achieving the department and practice mission, objectives and values regarding team building and employee empowerment.
- Conducts regular team meetings and ensures the communication of department and organizational objectives and priorities.
- Develops and implements programs to improve/maintain morale, engage employees, and foster professional development to support employee satisfaction.
- Delegates and assigns work duties to team members, allocates use of available resources, and monitors and assists with work progress.
- Contributes to budget compliance for Pre-Imaging Services through effective management of controllable departmental labor and non-labor costs.
- Coordinates with Clinic Managers and other operational teams to maintain awareness of changes that impact the scheduling process.
- Regularly performs reviews of the departmental processes for each modality for accuracy and efficiency.
- Performs other related duties incidental to the work described herein.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to work effectively in a largely unsupervised role in this position is essential
- Knowledge of electronic health records systems, call recording and screen capture software and standard metrics for call center performance management
- Ability to analyze data and present ideas clearly
- Ability to establish priorities and coordinate work activities
- Highly motivated with great organizational skills
- Demonstrates appropriate customer service attitudes and services in a variety of work settings
- Proficient in word processing, spreadsheets, Internet and presentation software
- Demonstrates a results-orientation for delivering appropriate products and services in an accurate, complete and timely fashion
- Must be skilled in written and verbal communications, requiring the ability to read and write effectively and efficiently
- Ability to work cohesively with staffing support agencies and/or vendors to achieve successful results
- Knowledge of health care insurance practices to include regulations, billing, and coding requirements



- Knowledge of scheduling procedures, paperwork processing requirements, and various insurance coverages
- Knowledge of CPT and ICD-10 coding, authorization and eligibility practices
- Knowledge of medical terminology
- Knowledge of scheduling and eligibility software
- Knowledge of and experience in using office equipment including telephone, fax, computer and photocopier
- Knowledge of and experience in using radiology-related computer systems (RIS)
- Advanced knowledge of customer service concepts and techniques
- Ability to pay close attention to detail for extended periods of time.
- Ability to apply good judgment and problem-solving skills.
- Ability to communicate clearly and effectively in person, in writing and on the telephone.
- Ability to use interpersonal skills to effectively interact with physicians, other facility staff, patients and families when providing instructions or responding to questions or exchanging patient-related information
- Ability to organize and prioritize tasks effectively
- Ability to read, understand and follow oral and written instructions.
- Ability to file correctly by alphabetic or numeric system
- Ability to maintain confidentiality of patient record information
- Ability to appropriately manage staff and provide leadership, coaching and performance management to the PCC Scheduling Supervisors and their teams

REQUIRED QUALIFICATIONS

- Bachelor’s Degree or equivalent combination of education and experience may be required.
- Minimum of three years demonstrated proficiency in Scheduling, Eligibility and or Prior Authorization may be required.
- Three years of supervisory experience in a healthcare environment or multi-team customer contact center environment.

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

Never Occasionally Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

Never Occasionally Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

Never Occasionally Constantly

Moving about to accomplish tasks or moving from one worksite to another.

Never Occasionally Constantly

Adjusting or moving objects up to 15 pounds in all directions.

Never Occasionally Constantly

Communicating with others to exchange information.

Never Occasionally Constantly

Repeating motions that may include the wrists, hands and/or fingers.

Never Occasionally Constantly



Operating machinery and/or power tools.

Never Occasionally Constantly

Operating motor vehicles or heavy equipment.

Never Occasionally Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

Never Occasionally Constantly

Environmental Conditions

Low temperatures.

Never Occasionally Constantly

High temperatures.

Never Occasionally Constantly

Outdoor elements such as precipitation and wind.

Never Occasionally Constantly

Noisy environments.

Never Occasionally Constantly

Hazardous conditions.

Never Occasionally Constantly

Poor ventilation.

Never Occasionally Constantly

Small and/or enclosed spaces.

Never Occasionally Constantly

No adverse environmental conditions expected.

Never Occasionally Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

Never Occasionally Constantly

Light work that includes moving objects up to 20 pounds.

Never Occasionally Constantly

Medium work that includes moving objects up to 50 pounds.

Never Occasionally Constantly

Heavy work that includes moving objects up to 100 pounds or more.

Never Occasionally Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate’s Signature

Date

