HEALTHCARE SERVICES REVIEW NURSE
(Indigent Health Care)

Must have the physical, developmental and mental ability to perform job tasks, work efforts, responsibilities and duties of the job illustrated below:

MAJOR FUNCTION

Responsible for the day-to-day performance of Quality Improvement, Utilization Review and Case Management functions for the Polk HealthCare Plan (Plan). Ensures functions are conducted within Federal, State and Local regulations, policies, procedures and guidelines in an efficient and cost effective manner. Responsible to perform and coordinate work with others in the gate-keeping functions of the managed care program relating to medical authorizations, referrals, hospital pre-certifications and other medical services sponsored by the Plan. Works under the direction of the Risk and Compliance Manager and assists with various projects pertaining to health plan operations.

ILLUSTRATIVE DUTIES

Assist in the development of policies and procedures relating to Quality Improvement, Utilization Review and Case Management. Performs concurrent and retrospective quality reviews for the Plan to assure effectiveness and appropriateness of services rendered to clients. Perform health screenings for eligible Plan enrollees based on pre-established criteria and guidelines. Perform medical case management, both in person and via telephone.

Monitor and evaluate specialty care referrals, drug utilization, utilization review, length of stay, high cost procedures, non-sponsored services and/or any other high volume/problem prone areas. Input utilization review determinations and related pre-certifications into the computer. Perform on-site reviews of patient charts at contracted hospitals, clinics and private physician offices to determine if guidelines are met. Prepare and submit written findings and corrective action plan recommendations to the Risk and Compliance Manager on non-compliance cases. Compile pertinent information for Quality Improvement (QI) profile records on all contractual health care providers for the re-credentialing process and contract negotiations.

Advise network providers and staff regarding Plan policies and procedures to ensure client needs are met. Conduct special studies and projects as directed by the Risk and Compliance Manager. Maintains work related records and reports. Attend client appeals as required. Receive, resolve and/or appropriately refer patient and provider grievances/complaints; monitor for trends to ensure a positive and expedient outcome. Assist in work unit long range planning, making recommendations regarding adjustments which may be needed for cost containment purposes.
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ILLUSTRATIVE DUTIES (continued)

Will perform in-service, orientation and education for health care providers and their staff as necessary. When required, will perform health and wellness activities such as blood pressure checks, glucose checks, and client education at various locations throughout the community. When required, will be responsible for collecting samples such as urine, sputum, blood, and cultures from patients/Plan enrollees. Responsible to follow Universal Precautions and Infection Control techniques. Attends required county meetings, required in-services, and continuing education programs as required.

Performs other related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of nursing theory and practices and general medical and surgical nursing techniques and procedures. Considerable knowledge of JCAHO and/or NCQA standards, InterQual criteria, AHCA regulations and Federal and State Statutes relating to health care. Considerable knowledge of the statistical measurement tool (HEDIS) and Quality Assurance indicators. Considerable knowledge of Quality Assurance policies and procedures. Considerable knowledge of disability determination criteria.

Possess strong interpersonal communication skills in order to communicate effectively with County personnel, employed/private medical staff/office personnel, outside agency personnel, Plan enrollees and members of the community. Ability to work harmoniously and have leadership qualities to act as a role model for other health team members. Ability to collect, organize and evaluate data and to develop logical conclusions. Ability to follow oral and written instruction. Ability to prioritize work. Ability to work effectively with others. Ability to communicate effectively in writing. Ability to make independent decisions when circumstances warrant such action. Ability to organize, implement and interpret managed care concepts and be willing to incorporate them into existing practices. Ability to lift, move and/or maneuver equipment and supplies which may weight up to twenty-five (25) pounds. Ability to hear and see at normal levels. Ability to use computer terminal and related software. Ability to maintain confidentiality of sensitive information (medical and legal), in accordance with Federal and State Laws. Ability to present his/herself in a professional manner and to represent the organization in a professional manner.

Must have patience, tact, cheerful disposition and enthusiasm. Must be willing to work beyond normal hours when necessary.
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MINIMUM QUALIFICATIONS

Possession of a current State of Florida Registered Nurse license and five (5) years of general medical or surgical nursing experience which includes two (2) years performing Quality Assurance, Utilization Review or Case Management duties.

Must possess a valid driver’s license and be able to secure a valid Florida driver’s license at the time of employment.

No comparable amount of training and experience may be substituted for the RN license or the general medical or surgical nursing experience.

SPECIAL REQUIREMENTS

Must be able to provide own transportation and PIP insurance to perform daily work assignments. Must be able to work at various locations throughout Polk County.

When circumstances warrant, such as a time of impending or declared disaster (i.e. hurricanes, tornados, flooding, etc.), the person filling this position will be expected to be available to participate in the Polk County Emergency Management Plan. This responsibility includes, but is not limited to, providing staffing coverage for all aspects of the special needs shelters at various locations throughout Polk County, food and water distribution and/or any other duties which are deemed critical to assure the citizens of our county are provided with the necessary services during and after a disaster. The Emergency Management duties may require the employee to be away from their home and family for several consecutive days.

May be exposed to infectious diseases including HIV and Hepatitis.

This position may be required to report for work when a declaration of emergency has been declared in Polk County.

SPECIAL PREFERENCES

Prefer applicants who are graduates of a four (4) year college or university with major course work in nursing. Prefer applicants have knowledge of personal computers and software. Special preference for applicants that are bilingual.