

Utilization Review Representative - IOI & MID

Job Description

Position Overview

The Utilization Review Representative is responsible for conducting comprehensive medical necessity reviews for In Office Infusion (IOI) and Medically Integrated Dispensing (MID) processes. This role ensures appropriate utilization of healthcare services while maintaining compliance with regulatory standards and organizational policies.

Key Responsibilities

Medical Review & Authorization

1. Review and evaluate requests for In Office Infusion services to determine medical necessity and appropriateness
2. Complete thorough benefits investigation for therapy prescribed
3. Analyze Medical Information Documentation to support utilization decisions
4. Apply clinical guidelines, medical policies, and coverage criteria to authorization requests
5. Coordinate with healthcare providers to obtain additional clinical information when needed
6. Process prior authorizations, concurrent reviews, and retrospective reviews within established timeframes
7. Review Copay card programs and assist with patient enrollment

Clinical Assessment

1. With the support of the internal clinical team evaluate medical records, treatment plans, and diagnostic information
2. Assess the appropriateness of proposed treatments, procedures, and services
3. Identify potential alternatives or cost-effective treatment options
4. Collaborate with medical directors and clinical staff on complex cases
5. Maintain current knowledge of medical terminology, procedures, and best practices

Documentation & Communication

1. Document all review decisions with clear rationale and supporting evidence
2. Prepare detailed case notes and maintain accurate records in utilization management systems

3. Communicate authorization decisions to providers, members, and internal stakeholders
4. Handle appeals and grievances related to utilization review decisions
5. Prepare reports and metrics on review activities and outcomes

Compliance & Quality Assurance

1. Ensure all reviews comply with federal, state, and accreditation requirements
2. Adhere to HIPAA privacy and security regulations
3. Participate in quality improvement initiatives and peer review processes
4. Stay current with regulatory changes and industry standards
5. Support audits and regulatory reviews as needed

Required Qualifications**Education & Certification**

1. Bachelor's degree or 5+ years experience in related field
2. Knowledge of medical coding (CPT, ICD-10) advantageous

Experience

1. Minimum 2-3 years of experience in healthcare, Infusion therapy services, specialty pharmacy services
2. Experience with managed care operations and prior authorization processes for specialty medications
3. Familiarity with infusion therapy services, oncology, immunology, or specialty pharmacy
4. Knowledge of Medicare, Medicaid, and commercial insurance requirements for infusion services and specialty pharmacy services
5. Background in specialty drug management and high-cost medication reviews
6. Strong knowledge of Payor guidelines and Prior Authorization processes

Technical Skills

1. Proficiency in utilization management software and electronic health records
2. Strong computer skills including Excel and Word
3. Ability to navigate multiple database systems and clinical decision support tools

Clinical Knowledge

1. Strong understanding of medical terminology, anatomy, and physiology
2. Knowledge of infusion therapy protocols and physician dispensing practices
3. Familiarity with clinical guidelines for both infusion treatments and MID programs
4. Understanding of pharmaceutical management, drug storage, and handling requirements
5. Knowledge of regulatory compliance for physician dispensing and infusion administration

Analytical Skills

1. Excellent critical thinking and problem-solving abilities
2. Strong attention to detail and accuracy in documentation
3. Ability to synthesize complex medical information
4. Capacity to make sound clinical and administrative decisions

Communication

1. Exceptional written and verbal communication skills
2. Ability to interact professionally with physicians, providers, and members
3. Strong presentation skills for case discussions and committee meetings
4. Cultural sensitivity and customer service orientation

Professional Attributes

1. High ethical standards and integrity
2. Ability to work independently and manage multiple priorities
3. Strong organizational and time management skills

4. Adaptability to changing regulations and organizational needs

Compensation & Benefits

Salary Range

1. Competitive salary commensurate with experience and qualifications
2. Performance-based incentives and annual reviews

Benefits Package

TBD