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# Example of Utilization Management Job Description

Our innovative and growing company is looking for an utilization management. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for utilization management

* Under the general supervision of the Supervisor, Utilization Management, this position screens calls from members and providers providing information to members regarding the accessing of care and assisting providers in the authorization process
* Screens information received and refers members to the appropriate provider and/or contacts the provider directly for members
* Facilitates the authorization process for requests that do not require clinical criteria application or judgment
* Provides relevant information to members and assists them in resolving Plan related problems when Member Services personnel are not available
* Acts as a resource to staff for questions related to the prior authorization process
* Refers unresolved prior authorization process questions to the Lead Intake Specialist
* Assists the Lead Intake Specialist in identifying, planning and implementing staff training programs
* Identifies and reports member and provider educational opportunities to the Lead Intake Specialist
* Accurately answers questions regarding Plan benefits and Utilization Management requirements for members and providers
* Makes appropriate inquiries to determine potential coordination of benefits and advises appropriate provider and claims staff of same

## Qualifications for utilization management

* Prefer combination of 2-3 years of varied clinical experience in a health care management environment, Hospice, outpatient
* Motivate others to achieve desired outcomes through innovation, coaching and delegation
* Experience with Microsoft Office Suite of products Ability to communicate ideas in verbal and written form
* Extensive knowledge workload management for multiple systems and functions
* Ability to multi-task and accept large work assignments
* Consult and coordinate process improvement activities in order to gain efficiencies within the department