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# Example of Utilization Management Job Description

Our innovative and growing company is searching for experienced candidates for the position of utilization management. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for utilization management

* Performs other related duties and projects as assigned within the assigned timeframes
* Act as first level physician reviewer for all cases referred by the Quality Improvement and Care Management Departments
* Actively participates in the daily utilization management and quality improvement review processes, including concurrent, prospective and retrospective reviews, member grievances, provider appeals, and potential quality of care concerns
* Communicate and educate network providers regarding clinical guidelines, pathways, protocols, and standards related to quality and utilization processes
* Daily interventions support implementation of the Health Plan's Quality Improvement and Care Management Programs
* Interacts with physicians regarding opportunities to improve member satisfaction and compliance with Utilization Management and Quality Improvement policies and procedures
* Keep current with accepted standards and professional developments in the areas of quality improvement and utilization management
* Provide expedited review and determination of medically pressing issues in accordance with the established policies of the Health Plan
* Provide leadership and direction in meeting Quality Improvement and Care Management goals directed at improvements in member health status outcomes and established business strategies
* Provide leadership direction for provider credentialing processes

## Qualifications for utilization management

* Coordinate and assist with any internal and external audit efforts
* Must be comfortable working in a high volume, stressful, metrics driven environment
* Medical benefits, patient care services, claims and/or insurance background preferred
* Professional, detail oriented and accurate
* Conduct telephonic concurrent review to determine medical/behavioral appropriateness of inpatient care/bed days
* Discuss requests with treating physicians and other healthcare professionals to better understand plan of care