

ADMINISTRATIVE ASSISTANT

Job Description

Procura Management Inc.

Department: All Applicable Departments
Reports To: Respective Department Supervisor or Manager
Job Class: Hourly – Non-Exempt
Approved By: Human Resources **Date:** 9/04

Job Summary

Responsible for providing a variety of administrative and clerical support services to respective department: Medical/Vocational Case Management/Day One/AIMS/Review Services/Provider Relations.

Essential Duties and Responsibilities

General:

- Answers and directs incoming calls to appropriate person/department.
- Performs typing assignments and/or database entry assignments and proofreads to ensure accuracy.
- Types reports, letter, and other handwritten/dictated reports for case mgr's mgr's and marketers.
- Prepares outgoing mail and correspondence, including e-mail and faxes.
- Organizes and maintains file system and files correspondence and other records.
- Retrieves and distributes mail and faxes accurately per departmental protocols.
- Assists in various administrative projects on an as needed basis for other departments, including proposals, letters, and telephone assistance.
- Forwards reports to billing and letters to receipt.
- Performs photocopying as needed.
- Uses a transcriber and /or typewriter when necessary
- Maintains accuracy in work as well as meets deadlines and timeframes.
- Stamps outgoing mail and delivers to the post office at the end of a work day.
- Performs other administrative duties as assigned.
- Mail room support as needed

AIMS:

- Processes and Maintains IME request log(s) for Department.
- Distributes the Account updates/provider submissions to Case Managers/CMA.
- Contact for the office equipment function/repair and supplies.
- Processes and maintains the "Medicals without referrals", "IME Requisitions" and all logs for the Department.
- Assembles new files.
- Monitors and manages referral assignments to Case Managers.
- QA's completed referrals entered by the Referral Dept for completion and accuracy.
- Generates and sends out the introductory letters on new files.
- Provides support to Case Management Assistants and IME Coordinators as needed.

- Acts as contact for messages between Supervisors.
- Prints and distributes management reports as directed by management.
- Assists with PPO Network request calls.
- Maintains general knowledge of DPR/Precert process.
- Assists with company outgoing mail processes as needed.
- Receives and directs incoming mail to appropriate staff and department.
- Maintains filing and file room for AIMS department.

Bill Review:

- Populates claim header information into the current software prior to the medical analyst processing the bills.
- Utilizes current customers software to verify claim information prior to the population task.
- Utilizes QRIS system to prescreen NJ Auto bills against treatment plans for each claimant.
- Applies the penalties for NJ Auto bills in current software and re-prints EOR's on demand for each work batch that is returned to the customer.
- Prepares batches of bills to be scanned and completes the scanning process accurately.
- Assists the Production Department as a back-up for the following duties: batching bills, prescreening Bridgestone Firestone claim information against spreadsheet/QRIS system, UPS/bulk mailings, running postage machine, and Preferred Mutual mailings.

Case Management (FBCM/Voc):

- Performs typing assignments including, but not limited to typing reports, letters and other material either handwritten or dictated, as submitted by case managers, marketers, and managers. Uses a transcriber and /or typewriter when necessary.
- Forwards completed reports/letters to supervisor within a 24 Hr review
- Corrects and prints all letters/reports within the same work day as approved by Supervisor
- Mails reports and invoices when completed.
- Maintains accurate report logbook, monitoring process to assure 5-day turnaround times.
- Responsible for proof reading, providing quality assurance and communicates with case managers and supervisors to provide accurate report information.
- Generates and sends out the introductory letters on new files.
- Provides support to Case Management Assistants and IME Coordinators as needed.
- Prepares and sends out deposition packets for vocational counselors.
- Assists in preparing job analysis for vocational counselors.
- Prepares and sends case managers mail via UPS overnight.
- Organizes and file all incoming certified mail slips.
- Prepares files for new referrals received for case managers and sends via UPS overnight.
- Assists with company outgoing mail processes as needed.
- Receives and directs incoming mail to appropriate staff and department.
- Scanning and linking of reports, letters and mail into the QRIS system.

Day One:

- Performs duties associated with new referral assignment: file creation and QRIS system data entry.
- Performs data entry and management of FROI's when completed by case manager.
- Provides support to Case Management Assistants as needed.

PPO:

- Negotiates all non-par provider/hospital discounts in the Premier Program.
- Assists with network PPO verifications.
- Recredentials all providers using format from Policies and Procedures.
- Tracks all outgoing and incoming recredentialing.
- Interfaces with providers on issues of credentialing/recredentialing.
- Assembles material for/schedule all credentialing committee meetings.
- Maintains records of all credentialing committee meetings.
- Develops and maintains a system for monitoring providers including yearly contract renewals and stringent credentialing evaluations.
- Maintains knowledge of accreditation standards and regulatory requirements to assure compliance.
- Maintains departmental Policies & Procedures.
- Develops and maintains quarterly network composition grids.
- Formats contract revisions given by management staff.
- Maintains filing.
- Creates and maintain all provider panels.
- Assists with maintaining the overall workflow within the department as determined by the supervisory staff.
- Assists with network verification requests.
- Assists with CPT requests.
- Assists with “clean up” efforts of existing PPO contract entries.
- Logs corrections to the database immediately upon receipt of clean data.
- Assures that Procura polices and procedures conform to each and any state regulations.
- Assists with mailings.
- Performs all data entry on all incoming contracts.
- Credentials all new incoming providers.
- Enters all terminations.
- Recruits providers as requested by Day One/Marketing Departments, etc. al.
- Q/A’s existing files for content.
- Directs incoming mail to appropriate staff and departments.
- Maintains copies of essential department documents (e.g. Contracts, Applications).
- Develops a document that outlines all policies and procedures as they relate to obtaining the most recent issues of litigation of providers in various states.
- Maintains Fraud checklist system.

Review Services:

- Assembles new files.
- Processes and resolves IME billing inquiries both internally and externally.
- Redirects Audits to appropriate Procura office.
- Processes closed files for billing/invoicing and includes generating check requests for Finance.
- Provides support to RS, URO, and Peer department staff as needed.
- Maintains various department specific tracking logs.
- Assists in year end reports for URO/PRO.

- Monitors and assigns referral assignments to Review Services, URO, PRO, Film Review and Act 6 coordinators.
- Maintains general knowledge of IME, Film Review, URO, PRO and Act 6 processes.
- Maintains filing and file room.

Job Competencies

Administrative Execution:

- Understands and applies procedures, practices and department standards.
- Produces error free results consistently and in a timely manner.
- Meets deadlines while maintaining accuracy.
- Allocates time efficiently, handles multiple tasks and efficiently processes work.
- Meets productivity standards and strives to increase productivity.

Communication:

- Speaks clearly and expresses self effectively in groups and in one-to-one conversations.
- Actively listens and participates in meetings.
- Conveys information clearly and effectively through both formal and informal documents.
- Reviews and edits written work constructively.

Teamwork:

- Balances team and individual responsibilities.
- Exhibits objectivity and openness of others' views.
- Gives and welcomes feedback.
- Contributes to building a positive team spirit.

Drive/Energy:

- Exerts the stamina and willingness to maintain involvement and productivity over time.
- Demonstrates initiative to go beyond minimum requirements of effort and activity.
- Shows a high level of commitment to work.
- Exhibits personal drive for results and success.
- Conveys a sense of urgency and drives issues to closure.

Dependability/Attendance:

- Follows instruction and responds to management's direction.
- Takes responsibility for own actions.
- Completes tasks on time or notifies appropriate person with an alternate plan.
- Arrives to work consistently and is punctual.
- Ensures work responsibilities are covered when absent.

Qualifications

- High School Diploma or equivalent plus previous administrative/clerical experience.
- Knowledgeable in basic computer skills.
- Good communication and organizational skills.

- Accurate and timely data entry skills.
- Effective phone manner.

Work Environment

Normal open office/PC workstation environment.

The position description information and job requirements above have been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the subject position(s). To perform this job successfully, an individual must be able to perform each job duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.