

## Authorization Specialist

<b>Work on an energetic and collaborative team</b>	<b>Opportunity to make a difference in your community</b>	<b>Telecommuting option for candidates in California</b>
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The Health Plan of San Mateo (HPSM), a managed care health plan, seeks a full time Authorization Specialist. This position supports the Health Services Department in the processing of incoming prior and concurrent authorization requests and verification of member plan eligibility. Will perform basic research on authorization requests including contacting providers to obtain clinical information.

### Position overview

- Complete work within queues that are used to manage authorization requests.
- Handle calls to and from providers related to authorization requests.
- Contacting providers and requesting additional information for review based on requirement protocols when needed.
- Adhere to mandated timeliness requirements for processing urgent authorization requests.
- Follow-up on pended prior authorization requests or concurrent requests to comply with turnaround times consistent with Medi-Cal and Medicare requirements.
- Review authorization requests for completeness and appropriateness prior to forwarding to an assigned nurse.
- May create and collate routine reports (weekly, monthly, quarterly, and/or annually) for the Health Services Department.

### Requirements

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

#### Education and experience

- High School diploma or GED required.
- One to two (1-2) years of experience in the healthcare field or an equivalent combination of education and experience that would provide the required knowledge, skills, and abilities may qualify.

#### Knowledge of:

- Personal computers and proficiency in Microsoft Office Suite applications, including: Outlook, Word, Excel, Access, and Powerpoint.
- Medical terminology or billing code procedures.
- General office equipment.

#### Ability to:

- Work cooperatively with others. Work as part of a team and support team decisions.
- Adapt to changes in requirements/priorities for daily and specialized tasks.
- Accurately file materials electronically. Perform general computer work including data entry, file creation, and file manipulation.
- Verify eligibility information utilizing various organizational sources (i.e. HEALTHsuite, Medi-Cal eligibility, MEDS); utilize multiple sources to verify prior authorization data accuracy (i.e. duplicate requests).
- Organize work and meet deadlines and productivity standards.
- Keyboard 45 words per minute.

## Salary and benefits

**The starting salary range** depends on the candidate's work experience.

**Excellent benefits package** includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

**To apply, submit a resume to [careers@hpsm.org](mailto:careers@hpsm.org).**

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 140,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.