

**Position:** Medical Utilization Review Representative  
**Department:** Claims  
**Reports To:** Irene Chronister, Claims Manager  
**Weekly Hours:** 40  
**Position Type:** Salaried



**Job Purpose:**

This position is responsible for monitoring utilization review procedures, assisting Utilization Management team in retrieving necessary documentation for utilization review of medical procedure and management of high dollar conditions. Duties will include assisting claims department with reviews for medical necessity and researching standards of care. Review and research claim appeals for presentation to the Appeals Committee. Assist members with selection of providers to insure in-network usage. Must maintain privacy standards, high levels of accuracy and timeliness.

**Principal Accountabilities:**

- Knowledge of the principles and practices of insurance claims.
- Knowledge of the collection and interpretation of data.
- Knowledge of utilization review procedures.
- The ability to identify subrogation, third party liability claims and set up cases.
- Knowledge of medical terminology, ICD 9, ICD 10, HCPCs, CPT, DRG and all other coding data.
- A basic understanding of the Affordable Care Act and its intentions.
- Ability to organize, coordinate and set priorities with others and on your own.
- Ability to interpret and apply laws, rules and regulations with regards to the Plan Language.
- Ability to adjust to changing regulations and benefits.
- Ability to achieve and maintain accuracy and production requirements.
- Ability to obtain and utilize sensitive information discreetly and objectively.
- Ability to conduct investigative interviews.
- Ability to maintain records, prepare reports and conduct correspondence related to the work assignments.
- Ability to communicate effectively with others.
- Auditing skills with strong attention to detail.
- Strong mathematical skills to be used in formulas related to auditing, benefit and contract interpretation.

**Qualifications:**

- Minimum of LPN or Associate Degree in Nursing
- 2 years minimum experience working in the nursing or utilization review field
- Strong organizational skills and problem solving.
- Detail oriented.
- The ability to learn

- Problem solving – the ability to utilize resources available to complete job tasks and duties.
- Planning/organizing – a strong aptitude to organize and prioritize work and use of time efficiently.
- Interpersonal Skills – demonstrates an attitude of assisting others.
- Verbal Communication – speaks professionally and pleasantly in positive or negative situations. Spanish speaking capability preferred.
- Written Communication – edits work for spelling, grammar, and standard letter format; is able to read and interpret written information.
- Dependability – is consistently at work and on time, follows instructions, responds to direction and solicits feedback to improve performance.
- Confidentiality – maintain strict confidentiality of member and employee information.
- Computer Proficiency – Microsoft products and the ability to adapt to claim software and claim vendor tools necessary to gather information.

**Direct Reports to this Position:**

None

**Department Overview:**

The Claims Department primary function is the processing of claim data including Medical, weekly disability benefits and subrogation. Our goal is to maintain a professional relationship with all claim vendors and to provide exceptional service to the Members of the St. Louis – Kansas City Carpenters Health Plan. The Claims Department focuses on maintaining outstanding accuracy levels, auditing, monitor claims timeliness, insuring the benefits are processed in accordance with the Trustees plan design. We assist with member and provider appeals and escalated claims issues. Compliance, efficiency, accuracy and professional conduct are essential for the continued success of the Claims Department.

**Organization Overview:** St. Louis – Kansas City Carpenters’ Benefit Plans Office is a member-service not-for-profit that administers multiple benefit plans for union carpenters and their families in Southern Illinois, Missouri, and Kansas. While seeking to improve accessibility and quality of service, the Benefit Plans Office partners with the union, employers, and members to provide excellent service combined with premier benefits.

**Submit applications to:**

E-mail: [employment@carpdc.org](mailto:employment@carpdc.org)

Fax: 314.644-1320

Mail: Attn: Debbie Augustine  
HR Director

St. Louis – Kansas City Carpenters Benefit Plans  
1401 Hampton Avenue  
St. Louis, MO 63139