



JOB DESCRIPTION

Updated 6/1/2018

Position: Case Management Specialist
Reports to: Case Management Supervisor

Position Summary

Responsible for the development and implementation of payer strategies and patient appeals to ensure optimized coverage and reimbursement for company products. Writing persuasive letters of medical necessity and appeals to Providers and Insurance companies to overturn denials. Provide guidance to Reimbursement Department to improve payer communications, including global communications. Assist the Reimbursement Department by obtaining pertinent clinical documentation requested by payers to ensure individual prior authorizations and claim appeals are approved. Research and develop payer climate synopsis when requested by Product Specialists. Effectively communicate details of medical necessity and non-contractual denials to patients, and clinicians. Perform all job duties while maintaining compliance with all appropriate regulatory requirements including HIPAA.

Accountabilities & Responsibilities

- Develop well-written commercial payer prior auth and appeal packages that address all of the payer's objections and prove medical necessity within the guidelines using clinical information and studies/research available. If denied, assess case to determine when and if appropriate to continue appeal efforts.
- Develop a strategic plan to overcome adverse payer criteria by targeting specific payers that routinely deny the Flexitouch. Educate payer clinical review staff and/or medical directors about lymphedema and the treatment provided by the Flexitouch.
- Develop and foster a strong and effective relationship with insurance carriers. Develop relationships with key payer personnel to allow Tactile Systems the ability to demonstrate the cost and medical benefits to the Flexitouch system for use with Lymphedema and wound care as well as any future uses that prove to be beneficial to the patient.
- Identify beneficial contracting opportunities. Identify payers for whom in-network status contributes to positive revenue growth. Alert the Contracting Department of these opportunities.
- Educate patients and clinicians regarding general payer criteria. Direct questions and inquiries in a manner that allows for all necessary information to be gathered with minimal inconvenience to all.
- Provide ongoing review of internal reimbursement documentation. Monitor and follow individual patient appeals to ensure the patient receives timely approval.
- Other duties as assigned by manager. Respond to requests for data by manager as needed. Maintain compliance with all appropriate regulatory requirements including HIPAA.

Education & Experience:

- Bachelor Degree or equivalent experience required, clinical background preferred
- Experience in persuasive writing, case review to assess coverage criteria, medical terminology, critical thinking, and problem solving preferred
- Experience in medical device industry, health insurance, or related field strongly preferred
- Travel 5-10 percent
- Understanding of health insurance methodologies (coding, coverage, prior authorizations, clinical criteria, payments)

Knowledge & Skills:

- Self-starter with ability to work independently
- Excellent written communications skills with emphasis on persuasion and clinical knowledge
- Strong strategic thinking ability with bias towards action/execution
- Able to communicate comfortably and effectively both verbally and in writing with high level professionals including medical directors, government policy makers, and the judicial system
- Capable of aligning understanding of insurance companies with Tactile's organizational goals and objectives

Competencies:

- Change Agent
- Influencing
- Planning
- Communication
- Process Management
- Priority Setting
- Peer Relationships
- Problem Solving

It is the policy of Tactile Medical to provide equal opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Tactile Medical will provide reasonable accommodations for qualified individuals with disabilities.

ACKNOWLEDGMENT

I have received, reviewed and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described above.

Employee's Printed Name: _____

Employee's Signature: _____ Date: _____