

Position Description:

Mental Health Resource Center is looking for a **Utilization Management Reviewer** to monitor the utilization of clinical services provided at Mental Health Resource Center (MHRC), using predetermined criteria, review of medical records, and regular participation in treatment team meetings.

The crisis stabilization units provide services for adults, adolescents, and children. Most patients are admitted involuntarily to the facility via the Baker Act, the mental health act of Florida. The normal length of stay on the unit for patients is typically 3-5 days. Due to the types of services provided, crisis stabilization units are a fast paced working environment and present employees with challenging and rewarding opportunities. Employees work together and support one another in a friendly, team oriented atmosphere.

Some of the duties include but are not limited to:

- Reviews medical records and attends treatment team meetings to review utilization of resources and the level of care provided. Ensures utilization and level of care are appropriate based on the diagnosis, needs, age and culture of the individual.
- Carries out appropriate telephone and written communication with insurers and third party payers regarding referrals, admissions, medication changes, discharges and changes in level of care.
- Coordinates on-site review of medical records with reviewers from third party payers.
- Documents, updates, and manages patient and provider information using internal electronic records system.
- Coordinates psychiatric consultations in local hospitals.
- Investigates complaints, grievances, and medication variances. Reports findings to Utilization Management Manager and completes necessary follow up.
- Responds to changing needs of the departments (i.e., program design, forms development, reporting mechanisms, etc).
- Establishes and maintains effective working relationships with staff members to assure professional interactions.

Position Requirements:

In order to be considered candidates must have one of the following:

Registered Nurse: Associate Degree in Nursing required.

One year experience in psychiatric nursing required. Valid Florida RN License required.

OR

Licensed Practical Nurse: Graduation from an accredited school of Practical Nursing required.

Two years experience in psychiatric nursing required. Valid Florida LPN License required.

OR

Bachelor's degree in Psychology or Human Services related field required.

Five years experience in the mental health field required. UM experience preferred.

OR

Master's degree in Psychology or Human Services related field required.

Three years experience in the mental health field required. UM experience preferred.

Requires telephone and person-to-person interactions with individuals with mental illness in outpatient office settings and locked inpatient units.

Excellent communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including families, caregivers, community service providers, supervisory staff and other department professionals.

Each employee contributes to the completeness and confidentiality of clinical records by ensuring documentation, paperwork and system entries meet internal and external guidelines for content, accuracy and timeliness.

Position Details:

Day Shift: Every other Saturday and Sunday, 7:00am to 3:30pm