



DREAMCENTER

Job Title:	Authorization Specialist	Job Category:	Full-Time
Pay Scale:	55,000 – 65,000		
Department:	CalAIM		
Location:	Dream Center Los Angeles		

Job Purpose:

The Dream Center’s purpose is to reconnect people to a community of support by providing human services that address immediate and long-term needs in the areas of homelessness, hunger, poverty, addiction, education, and human trafficking. Dream Center is seeking candidates for a detail-oriented Authorization Specialist to handle daily authorization requests for our CalAIM CS and ECM services. The position entails answering a high volume of phone calls and emails. The successful candidate will be able to ensure an elevated level of teamwork, maintain positive relationships within the company, and maximize productivity by reviewing the accuracy of data processing. The Authorization Specialist must be able to operate in a fast-paced environment, manage difficult conversations, and be thoughtful, resourceful, and collaborative.

Duties:

- Manage a high volume of provider calls and emails – time management and efficiency are critical!
- Review and analyze CalAIM authorization requests by navigating multiple systems and platforms and accurately capturing the data/information for processing
- Ensure timely verification and validation of authorizations for all CalAIM clients and other services as assigned.
- Responsible to review all discharged managed care patients for evidence of authorization entry in the Authorization system.
- Communicate effectively, build and maintain professional, cooperative relationships with Case Management and all departments that have a direct or indirect impact on obtaining authorizations.
- Communicate with providers regarding authorizations or required additional information for accurate authorizations
- Maintains analysis of authorization issues.
- Reports monthly summary for authorization issues to senior leadership.
- Clearly documents all contacts and authorization information for all types of authorizations in the hospital system, complete standardized documentation requirements in expected format.
- Follows established policies and procedures regarding authorization processes.
- Participate in training, regional meetings, staff retreats or other events required by MY Insurance Services.
- Prepares and keeps an organized filing system for all CS and ECM program documents related to billing.
- Keeps client files updated with medical, legal and social service-related documents.
- Attends trainings and regular meetings with Lead Case Manager for Dream Center.
- Attends weekly team meetings.
- Other duties and responsibilities as required by the Executive Director(s), Program Director(s), or a Supervisor.



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Expectations:

- **To understand and uphold all DC and DC CalAIM policies as outlined in the DC Policies and Procedures Manual, DC Community Supports Policies and Procedures Manual, and the DC ECM Case Management Policies and Procedures Manual**
- **To provide support to DC CalAIM Director**
- **To ensure proper communication is happening between DC CalAIM Director and rest of team**
- **Interest in working with homeless and those at risk of homelessness and their families**
- **A nondiscriminatory attitude regarding people**
- **A mature and responsible person**
- **Adaptability; must be a sound and positive decision maker in rapidly changing conditions; anticipating, addressing, and solving problems**
- **Strong computer skills, including general knowledge and data entry skills**
- **Ability to manage multiple priorities including understanding various insurance products and levels of benefit within each product**
- **Comfortable in an environment with data-driven goals with monthly performance feedback**
- **Flexible and able to navigate change**
- **Ability to work independently and demonstrate good judgment**
- **Excellent interpersonal skills - ability to communicate accurately and effectively with internal and external stakeholders**
- **Highly organized, quick learner, with ability to multitask and prioritize work effectively**
- **To communicate openly with Director and remain flexible**

Skills/Qualifications:

Attention to Detail, Ability to perform under a high level of stress, Problem solver, Strong communication skills, both verbally and in writing, Mature and full of integrity, Detail-oriented, Ability to operate as a team player, Must have at least (2) years of experience in office administration, Working knowledge of computer programs including Excel, PowerPoint, Word, various data entry programs and internet navigation

Last Updated: April 5, 2023