

HOSPITAL NURSE AUDITOR

DEFINITION

Under direction, performs specialized administrative duties pertaining to hospital billing and reimbursement activities, utilizing a knowledge of both nursing and administrative practices; audits the charges on medical bills; performs managed care defense audits and under/over charge audits; reviews charge-related patient grievances; reviews denied charges, recommends appeals and/or facilitates the resolution of root causes where appropriate; communicates audit findings to various parties and works closely with a variety of external parties or individuals to resolve disputes; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a specialized administrative nursing class. An incumbent in this class performs responsible financial and administrative duties in support of patient financial services for Natividad Medical Center, working closely with various hospital departments to verify the services provided as well as the total billed charges on all types of audits. As a Registered Nurse, an incumbent is expected to apply the knowledge of hospital services, health care treatments and medical terminology in order to audit charges on bills and support hospital efforts to maximize reimbursements. Types of audits supported include managed care defense audits, under/over charge audits, patient request/complaint audits, and other special request audits.

ESSENTIAL FUNCTIONS

Nothing in this specification restricts management's right to assign or reassign duties and responsibilities to this job at any time.

1. Performs audits on paid managed care accounts where an external auditor has identified discrepancies (defense audits); reviews charges originally billed to the payer against the necessary clinical documentation to identify any possible under/over charges; documents and sends audit results to payor organizations, external auditors, county counsel and/or external counsel for review and resolution as applicable; maintains communication with auditors and other relevant individuals/organizations until all discrepancies are resolved.
2. Performs internally defined audits on paid managed care and other accounts to identify under/over charges; reviews charges originally billed to the payer against the necessary clinical documentation to identify any possible under/over charges; documents audit findings; posts adjustments to accounts and sends to appropriate units for rebilling if necessary.
3. Performs charge audits as requested by patients; reviews billed charges for patients who are disputing charges by comparing the charges against all necessary clinical documentation and looking for discrepancies; documents audit results; posts adjustments to accounts and sends to appropriate units for rebilling if necessary.
4. Performs audits on government accounts that have not been paid according to their contractual agreement because of denied charges; compares charges with clinical documentation to determine the validity of the denial and/or identify any charge discrepancies; documents audit findings; posts adjustments to accounts and sends to appropriate units, individuals or organizations for rebilling and/or payment correction if necessary.
5. Reconciles charges for all audits performed to ensure that under/over charges have been posted to the account and adjusted bills have been produced; works with the posting unit to resolve any issues identified during the reconciliation/posting process.
6. Works with various staff and departments such as the Health Information Management department, the clinical nursing units, physicians, and others to obtain the information necessary to perform account

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audits. Also works with all relevant hospital departments to provide timely education on how to correct or improve processes that have been found to be deficient.

7. Recommends and implements quality control systems to ensure that assigned functions and activities are efficient, effective and in compliance with internal and external laws, policies and standards; ensures that assignments comply with requirements for patient confidentiality and information security.
8. Maintains positive customer relations; researches and investigates issues; prepares written or oral responses as needed.
9. Assists the Patient Financial Services Director with the development and maintenance of documents and information in order to comply with administrative policies and external auditing requirements, as well as JCAHO and other regulations; helps ensure that an appropriate audit trail is maintained at all times.
10. Conducts special studies and projects as assigned; researches and analyzes information; prepares statistical and narrative reports and documents as needed.
11. Performs other duties as assigned.

QUALIFICATIONS

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge, Skills and Abilities

Thorough knowledge of:

1. Typical nursing practices within an acute care hospital.
2. Medical terminology, including common diseases, conditions and treatments.

Working knowledge of:

1. Standard reimbursement and insurance practices common to the health care industry, including those pertaining to Medi-Cal and Medicare.
2. The applicable laws, regulations, requirements, standards and practices pertaining to patient confidentiality and information management.
3. Methods of quality control and quality improvement in a health care administrative setting.

Some knowledge of:

1. Statistical methods, including sampling and extrapolation techniques.
2. Reimbursement methodologies pertaining to hospital managed care and government contracts.

Skill and ability to:

1. Read and understand patient medical records and other treatment documentation; interpret medical provider notes and comments, including the use of common acronyms and abbreviations.
2. Identify discrepancies between medical information and financial charges.
3. Understand, interpret and apply laws, rules, regulations and policies related to patient accounting, billing, collections, and general hospital administration.
4. Collect, interpret and evaluate narrative and statistical data pertaining to administrative, fiscal management and patient matters; prepare complex reports, memoranda and other written materials.
5. Utilize standard business equipment, including computer hardware and software.
6. Analyze and resolve problems and complaints.
7. Computer-based business applications, including word processing and spreadsheet applications.

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8. Communicate clearly and concisely, both orally and in writing; effectively present information to groups and individuals.
9. Establish and maintain cooperative working relationships with others including physicians, nurses, administrators, managers, auditors, and other health care industry personnel.
10. Provide excellent public relations and courteous customer service.

REQUIRED CONDITIONS OF EMPLOYMENT

As a condition of employment, the incumbent will be required to:

1. Possess a valid California Class C driver's license, (or) provide suitable transportation, which is approved by the appointing authority.
2. Possess a valid license as a Registered Nurse from the California Board of Registered Nursing.

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING

The knowledge, skills and abilities listed above may be acquired through various types of experience, education or training, typically:

Experience

Five years of clinical experience as a Registered Nurse, including at least two years performing utilization review, charge audit, case management or similar functions in an acute care hospital.

Education/Training:

Completion of course work from an accredited college or university leading to an associate's degree in nursing. A bachelor's degree in nursing is highly desirable.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory requirements for this classification include:

1. Ability to sit for extended periods of time at a desk.
2. Ability to move about the office.
3. Ability to frequently lift up to 10 pounds (e.g., books, binders, paperwork).
4. Physical dexterity sufficient to use a computer for preparing documents and communicating electronically.
5. Ability to drive a motor vehicle to meetings at various locations.
6. Ability to see well enough to read standard text and data on an electronic screen of a computer terminal and to read typed and handwritten text on papers, books and forms.
7. Ability to hear normal speech, in-person and over the telephone, even in a noisy environment.
8. Ability to orally communicate with people in-person and/or over the telephone, even in a noisy environment.
9. Ability to constantly make decisions and concentrate.
10. Ability to work in an environment with occasional exposure to grief and death.
11. Ability to work in an environment with occasional risk of exposure to biohazards, infectious organisms and hazardous chemicals.

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CLASS HISTORY

Class Code: 52A40
Established Date: January 13, 2009
Revised Date: new
Former Title: new

CLASS DATA

Job Group: 10
EEO Category: P
Work Comp. Code: 9043
Bargaining/Employee Unit: H
FLSA: C
MOCO OT: Y

Prepared by:

Approved by:

/s/ Janine Bouyea
NMC Human Resources Administrator

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Date