

Care Management

# Utilization Management Nurse

**Client Type:**

Health Maintenance Organization

**Project Scope:**

Prior Authorization and Utilization Management

**Duration:**

7 Weeks

**Team Size:**

1 Full-Time Registered Nurse



## Problem

This health maintenance organization was seeking a registered nurse to fill in while they searched for replacements for three utilization management specialists. They were looking for an experienced, adaptable subject matter expert to hold responsibility for prior authorization and utilization management tasks across three systems.



## Response

Jacobson provided a registered nurse with extensive, varied clinical experience in both hospital and outpatient settings. This consultant was able to complete the assignment remotely, following one week of training at the client's offices.



## Solution

Jacobson's utilization management consultant successfully navigated our client's multiple systems and employed her deep functional expertise to perform prior authorization and concurrent and retrospective reviews on both the provider and member sides. She used InterQual guidelines, electronic medical records and physician reviews to complete prior authorization of diagnostic services, durable medical equipment and inpatient services. Our consultant created approval and denial letters, exercising her clinical judgment for supporting documentation and decision-making.

The client appreciated this subject matter expert's "excellent work and service" throughout the project.