Job Title: Concurrent Review Nurse

Location: Philippines

Job Summary:

Reports directly to the Manager of the Medical Referral Office and responsible for reviewing treatment plans and services that are already underway, in order to ensure the efficient use of patient utilization systems and quality care using appropriate medical resources. Also evaluates the quality of care and its conformance with organizational policies, procedures and guidelines, as well as compliance with government regulations.

Duties and Responsibilities:

1. Reviews and analyzes medical information either thru telephonically or onsite, in order to determine the medical necessity of continued stay according to review standards. Also conducts further review and analysis in order to determine whether treatments are consistent with patients’ diagnosis.

2. Determines medical necessity and length of stay based on the consistent application of decision support system, and communicates decisions to providers and patients.

3. Initiates/coordinates discharge planning with physicians, members, families, caregivers and ancillary providers to support the member’s continuity of care needs.

4. Develops improvement action plans as appropriate.

5. Identifies day and cost outliers and prepares documents as well as provides reports on the quality of care issues. Submits reports and communicates in a timely and effective manner to the Manager of the Medical Referral Office.

6. Performs telephonic and onsite review of concurrent patient services and retrospective quality care issues, access and outcome studies.

7. Maintains ongoing database/documentation to monitor all activities/treatment and outcome plans for patients’ conformance with organizational and government regulations.
8. Ensures that services provided to eligible members are within benefit plan and appropriate contracted providers are being utilized.

9. Identifies and refers catastrophically and chronically ill patients to case management.

10. Coordinates out of area cases ensuring patient receives cost-effective quality care and monitor patient for return to work.

11. Performs other duties that may be assigned from time to time.

**Job Specifications:**

1. Graduate of Bachelor’s Degree – RN License is required

2. Minimum of 3 years experience and must have impressive track record in reviewing treatment plans and services in order to ensure the efficient use of patient utilization systems and quality care using appropriate medical resources.

3. Effective team player. With very good interpersonal relationship skills and can work and relate well with co-employees, patients and customers.

4. Must have the behavioral sensitivity, maturity, diplomacy and tact in addressing complex situations and handling irate customers.

5. Outstanding oral and written communication skills.

6. Strong ethics and a high level of personal and professional integrity.

7. Must have basic familiarity on government rules and regulations relating to healthcare management.

8. Computer literate and very highly proficient in using MS office programs.