

POSITION DESCRIPTION**ACCOUNTING TECHNICIAN**

Administrative Services, Fiscal Services, Financial Access Unit
Region Ten Community Services Board

CLASSIFICATION TITLE: Accounting Technician/*Authorization Specialist*

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent serves as administrative staff with specialized responsibilities for the Financial Access Department of the Administrative Division. In this capacity, he/she has primary responsibilities for requesting service authorizations to various insurance companies in a timely manner to obtain approval for the agency to provide service to clients.

The incumbent is under the direct supervision of the Fiscal Access Program Manager. The incumbent performs duties by proceeding alone under standard practices and referring questionable situations to the supervisor. Standard practices allow for the independent accomplishments of recurring tasks and use of own initiative for prioritizing the work schedule. Work includes ad hoc problem solving around assigned tasks. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies. Position performance requires analysis of facts and determining action using a wide range of procedures but within the limits of standard practice. Duties require planning own work after definite objectives set by the supervisor with unusual situations referred to the supervisor.

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. *Request and obtain service authorizations from various insurance companies, using fax, internet, and/or phone to submit requisite clinical information to payers for review.
2. *Effectively respond to insurance companies' time-sensitive requests for additional information in order to maximize agency's service approvals.
3. *Accurate and timely data entry of authorizations approval into Credible once obtained from insurance companies.
4. *Assist clinicians in tracking and/or updating external authorizations by providing information to clinicians in a timely manner.
5. *Issue service limit and/or date expiration warnings to staff and management notifying them of over and/or underutilization.
6. *Manages clinicians' internal request for submitting authorizations.
7. *Notify supervisor of issues related to clinicians' request and/or insurance companies.
8. *Notify supervisor of any changes to payer rules and/or procedures noticed while submitting requests.
9. *Collaborates with other agency staff and functions in assuring accurate reimbursement related data entry.
10. *General secretarial duties as they relate to the authorization request process (i.e., copying, typing, faxing, and filing).
11. *Reads all agency communication.
12. *Other duties and special projects as assigned by the supervisor.

QUALIFICATIONS:

EDUCATION:

- High School degree required.

KSAS:

Knowledge of: third party billing, the service authorization process, DMAS/Medicaid eligibility criteria, working knowledge of mental illness, substance abuse, intellectual disability.

Skills in: verbal and written communication; online authorization submission, proficiency with relevant screens of Credible; problem solving; computer and data management; basic record-keeping; math; use of office equipment; data entry; customer service; interpersonal relations.

Abilities to: collect information on third party payer(s) and others regarding benefits, reimbursement requirements, and authorization procedure; comprehend and maintain knowledge of principles; practices and methods of treatment modalities, analyzing data for patterns and trends; medical necessity, levels of care; be organized, efficient and accurate; communicate effectively with a wide variety of individuals; be decisive and think quickly; work well under pressure; prioritize work and provide coverage in each of the functional areas; be client-centered/customer oriented; work with both external and internal customers.

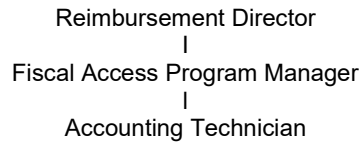
ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

AUTHORIZATIONS SPECIALIST
Administrative Division – Financial Access – Region Ten Community Services Board
Page 2

POSITION LOCATION Region Ten Community Services Board
502 Old Lynchburg Road
Charlottesville, VA 22903

POSITION ORGANIZATION CHART



GRADE: 8

SCHEDULE: 40 hours per week.

Position Description Updated: June 17, 2026

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date