Job Description
Utilization Management Operations Coordinator

Work Location:	Broward Behavioral Health Coalition
Position reports to:	Director of Utilization Management
Status/Position Status:	Full Time / Exempt
Salary:	$45,000 - $50,000

Position Summary: The Utilization Management Operations Coordinator supports BBHC's Utilization Management (UM) and Operations departments by completing and managing administrative workflows, system data integrity, and DCF reporting.

This position does not require clinical licensure and does not conduct clinical (MNC) reviews. The role focuses on processing administrative functions related to BBHC referrals, authorizations, screenings, and discharges to maintain accurate records and support compliance reporting that ensures timely, accurate, and efficient operations.

Specific Duties and Responsibilities:

- Review administrative applications for completeness and route to the appropriate screener or for direct admission.
- Process and auto-approve non-clinical authorizations within BBHC and DCF standards; escalate clinical cases to licensed UM staff.
- Maintain accurate, timely records of referrals, authorizations, extensions, screenings, and discharges.
- Communicate authorization outcomes, requests, and follow-ups to providers promptly and professionally.
- Track and update referral, screening, authorization, and discharge data to ensure accuracy, timeliness, and compliance.
- Support discharge planning, length-of-stay monitoring, and high-utilizer tracking in collaboration with network providers.
- Conduct regular data audits and collaborate with IT and Quality teams to correct discrepancies and strengthen workflow accuracy.
- Manage utilization data and dashboards in SharePoint, Excel, or Power Automate, Microsoft Planner to support leadership visibility and performance tracking.
- Coordinate TEAMS meetings, provider communication, and administrative follow-ups to resolve documentation or data issues.
- Ensure compliance with DCF, HIPAA, and BBHC documentation and reporting standards.
- Assist with SOP development, staff training, and implementation of process improvements or automation tools (e.g., Power Automate, Teams Planner).
- Foster effective communication and coordination among UM staff, providers, and BBHC departments to support efficient operations.

Experience and Education:

- Associate's degree required; bachelor's degree preferred in Public Health, Health Information Management, Behavioral Health, or a related field.
- Minimum one (1) year of experience in data management, utilization management support, or behavioral health administration preferred.

Skills/Abilities/Competencies: To succeed as the Utilization Management Operations Coordinator, the individual requires the following:

- Knowledge of behavioral health systems and managed care processes.
- Strong data-entry accuracy and attention to detail.
- Proficiency in Microsoft Office Suite (Excel, Teams, PowerPoint, Outlook) and SharePoint.
- Excellent written and verbal communication skills.
- Ability to multitask, prioritize, and meet strict deadlines.
- Strong problem-solving and analytical thinking skills.
- Professional and diplomatic interpersonal communication.
- Commitment to confidentiality, compliance, and ethical standards.

Mental and Physical Qualifications:
Good overall health as evidenced by acceptable employment health screening, ability to function effectively under stressful circumstances, and acceptable attendance report.

Other Qualifications:
Has a valid driver's license and acceptable driving record. Will consent to drug testing and background screening processes as required by the state, based on holding this position of special trust to include a fingerprint-based search of criminal records in Florida and nationally.

Please send resumes and cover letters to jobs@bbhcflorida.org