

CAREERS



JOB TITLE:
Medical Records Request Specialist

FLSA:
Non-Exempt

DEPARTMENT:
Client Services

REPORTS TO:
Client Services Team Lead

SHIFT AVAILABLE:
M-F 2PM-10PM

SUMMARY:

Under general supervision of the Client Services Team Lead, the Medical Records Request Specialist assists paralegals and attorneys by requesting and obtaining medical and pharmacy records required for specific cases. The Medical Records Request Specialist will request medical and pharmacy records from facilities either directly or through a third party vendor, access vendor portals to download medical & pharmacy records, assess the information for case relevancy, and update information in our Case Management system accurately and in a timely manner. The Medical Records Request Specialist will use their organizational skills, attention to detail, and Case Management system knowledge to ensure all client- and case-related documentation is quickly available to the legal team to aid in their success.

MINIMUM REQUIREMENTS:

- High school diploma required; institutional degree in related field preferred
- One (1) to four (4) years of progressive work experience in a law firm or comparable field preferred
- Knowledge of medical terminology and/or medical field experience strongly preferred
- Strong communication/interpersonal skills, with ability to follow-up without direction
- Attention to detail & self-motivated
- Ability to grasp concepts, perform internet research & overall competence in navigating programs
- Must be deadline-driven, highly organized, and exude a positive professional demeanor with variety of people
- Strong working knowledge of MS Word, Outlook, Excel

ESSENTIAL DUTIES AND RESPONSIBILITIES:

“Essential duties” are primarily job duties that incumbents must be able to perform unassisted or with some reasonable accommodation made by the employer.

- Download case-related medical and pharmacy records from vendor portals and other approved sites
- Review records and other documents for case relevancy
- Ensure that intake information is properly documented in our case management system
- Maintain/update our case management evidence database
- Process requests as assigned
- Works on special projects as needed

WORKING HOURS:

Work may require more than 40 hours per week to perform the duties of the position.

WORKING CONDITIONS:

Work is performed in a normal heated or air-conditioned office environment.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements. This job description must not be misconstrued as a promise of employment, nor deemed as an employment contract. Motley Rice LLC is an Equal Opportunity Employer.