

# Position Description

## MEDICAL RECORDS MANAGER / PARALEGAL

### MISSION STATEMENT

To gather complete medical records and bills related to each client's case.

To accurately and persuasively tell the client's story in a draft demand letter, including a summary of the case for liability, and the client's damages.

To summarize other prior and subsequent medical records that may influence the client's case.

### RESULTS / OUTCOMES (What you must get done.)

- Gather medical records and bills within 1 month of maximum medical improvement.
- Complete draft demand letter within 1 week of receiving complete medical records and bills.
- Communicate helpful and persuasive information in the draft demand letter.
- Communicate harmful information to the attorney and paralegal on the case.
- Achieve 95% success rate in signing new clients who we can and want to help.
- Proportionately contribute to overall client satisfaction and firm revenue goals.

### DUTIES / RESPONSIBILITIES

#### **Medical Records and Bill Requests**

- Write medical providers to request records and bills
- Work with assistant to coordinate follow-up requests
- Communicate to attorney and paralegal through Needles about what records/bills have been requested and what records/bills have been received –Med Mal
- Organize medical records when received
- Estimate billing from the VA
- Review records and bills for relatedness, discrepancies, high billing, etc.
- Order films of broken bones, head trauma, herniated discs

#### **Demands**

- Send hedonic damages letters
- Organize records, bills and evidence into demand packets
- Draft demand letters and evaluation letters
- Highlight treatment records discussed in letter

#### **Medical Releases**

- Keep up-to-date authorizations that are not more than one year old

#### **Medical Malpractice treatment reviews and summaries**

- Review initial records for potential med mal cases

**Case Work**

- Assist paralegals and attorneys as needed