

POSITION SUMMARY:

The Insurance Verification position will be accountable for all patients insurance verifications for surgeries and diagnostics, and the resolution of any outstanding issues with policy benefits verification. The position is onsite and not available for remote work.

RESPONSIBILITIES:

1. Pull Allergy and Diagnostic surgery recommendations from prior day
2. Check schedule dates for all recommendations, enter into queue and Authnet
3. Pull patients and verify insurance and start or obtain authorizations needed
4. Review medical polices/restrictions,
5. Contact patient with any financial responsibility, scan paperwork and finalize notes
6. Pull Patients that are ready to be called for estimates

KNOWLEDGE, SKILLS, ABILITIES:

- Ability to work independently and as a Team Player.
- Ability to communicate effectively on the telephone with good customer service.
- Ability to relate to persons with diverse educational, socioeconomic, and ethnic backgrounds.
- Ability to exercise good judgement to handle calls appropriately.
- Working knowledge of medical terminology.
- Ability to work under pressure, meet deadlines and manage several tasks simultaneously.
- Ability to maintain professional behavior and promote a positive image of the practice.
- Knowledge of insurance guidelines including HMO/PPO, Medicare, Medicaid, and other payer requirements and systems.
- Ability to handle conflict in a reasonable fashion.
- Ability to handle confidential and sensitive information.

PHYSICAL ENVIRONMENT/REQUIREMENTS:

- Normal working hours are 8:00 AM to 5:00 PM Monday through Friday; some incidences of work beyond the normal business hours should be expected based on patient demand.
- Professional medical office setting without significant variation in temperature or lightning.
- Performance of basic physical functions of finger dexterity, grasping, clearly understood speaking, hearing, sight (far and near to include data, figures, and computer equipment), and repetitive motion.
- Performance of primarily sedentary work, sitting for extensive periods of time; occasional lifting or moving of object weighing up to 20 pounds.

EDUCATION/EXPERIENCE:

- Graduation from High School or Equivalency.
- Customer service experience preferred.
- A minimum of 6 months of experience in a medical billing office setting.