



FILUTOWSKI EYE INSTITUTE

JOB DESCRIPTION: Insurance Verification Specialist

JOB SUMMARY: The primary function of the Insurance Verification Specialist is to contact carrier groups to obtain eligibility information ensuring that the most updated verification is entered into the practice management software. Develops and maintains effective relationships with the patients ensuring all patient demographic and insurance information is obtained.

REQUIRED EDUCATION/EXPERIENCE:

High school diploma or GED equivalent; customer service; must be computer literate; have multi-tasking skills, excellent organizational skills, verbal and written communication skills; team player.

POSITION RELATIONSHIPS:

- Reports directly to the Billing Manager
- Subject to a 90-day probationary period
- Two weeks' notice required for resignation

ESSENTIAL FUNCTIONS

- Responsible for effective and efficient verification of all patients' benefits before their appointment.
- Responsible for answering incoming calls from other providers, recipients, and carrier groups in relation to insurance coverage.
- Research eligibility information online with various insurance carriers.
- Responsible for acting as a liaison between patients, healthcare providers, and insurance carriers to ensure all proper measures are taken and information is collected.
- Ensures all patient questions are answered and issues are resolved timely by utilizing the appropriate resources.
- Responsible for obtaining all referrals and authorizations for procedures and services, as required.
- Other duties as assigned by the Billing Manager.

PROFESSIONAL:

- Treat all patients and staff with compassion and empathy.
- Recognize and respect cultural diversity.
- Adapt communication to an individual's ability to understand.
- Use medical terminology appropriately.
- Respond to communications received within a reasonable time frame.
- Assist nursing staff with admission, pre-op and post-op care, discharge, and follow-up care of the patient.
- Project a professional manner and image.
- Adhere to ethical principles.
- Demonstrate initiative and responsibility.
- Work as a team member.
- Manage time efficiently, do not participate in gossip or other time-wasting activities.

- Prioritize and perform multiple tasks.
- Adapt to change, including new hours of operation and methodology.
- Attend all staff meetings and mandatory in-service education.
- Maintain proper observation and adherence to company policies and procedures, including the FEI Employee Handbook.

KNOWLEDGE, SKILLS, AND EXPERIENCE:

- Good organizational skills and the ability to multi-task
- Ability to operate basic office equipment, answer multi-line telephones, and have a strong computer background.
- Establish and maintain effective working relationships with patients, insurance companies, and staff.
- Good written and oral communications.
- Knowledge and skills in working with computerized billing systems including practice management software and EMR.
- Must adhere to all HIPAA guidelines and regulations.
- Knowledge of medical insurance and authorization processes.
- Some medical terminology and experience working in a healthcare or insurance environment.

LEGAL:

- Maintain patient and company confidentiality.
- Practice within the scope of education, training, and personal capabilities.
- Document company documents (hard copy and electronic) accurately.
- Use appropriate guidelines for releasing information.
- Maintain awareness of federal and state health care legislation and regulations; OSHA, CLIA, and HIPAA.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk, use repetitive motion, type, and hear. The employee is frequently required to stand, walk, use hands and fingers to handle and feel, and reach with hands and arms. The employee is occasionally required to bend, kneel, crouch, climb stairs, and reach overhead. The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The omission of specific statements or descriptions does not preclude management from assigning duties not listed herein if such duties are a logical assignment to the position.

Employee Signature

Date