

## **JOB DESCRIPTION**

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<b>POSITION TITLE:</b>	Insurance Verification Specialist
<b>LOCATION:</b>	HOPE Clinic – Main
<b>REPORTS TO:</b>	Insurance Verification Specialist Team Lead
<b>EDUCATION:</b>	High School Diploma or GED required; Associate Degree is a plus
<b>WORK EXPERIENCE:</b>	Minimum of one (1) year of insurance verification experience
<b>SALARY RANGE:</b>	\$14.50/hr starting
<b>FLSA STATUS:</b>	Hourly Non-exempt
<b>POSITION TYPE:</b>	Full-time
<b>LANGUAGE:</b>	Fluent in English; second language is a plus

*HOPE Clinic provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.*

### **JOB SUMMARY:**

Perform insurance verification. Responsibilities include but not limited to heavy phone contact with managed care companies, communicate with insurance companies authorization department regarding any CPT code discrepancies (as assigned), and contact patient prior to appointment if there is any insurance/ authorization issues.

### **MAJOR DUTIES & RESPONSIBILITIES:**

- Accurately enter insurance information into computer system.
- Verify the insurances for every patients 3 days ahead of the eCW schedule
- Concisely, precisely and accurately document all information.
- Scanning the proof of insurance verification documents into patient accounts
- Calculate cash estimates for patients on upcoming visits/ procedures.
- Documents activity in the patient accounts.
- Maintain clear communication with patients as well as insurance companies.
- Answer phone for incoming calls, make outgoing calls and assist Call Center as needed.
- Maintain strict confidentiality of patient and center related business.
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Perform other responsibilities as assigned to support HOPE Clinic’s Mission, Vision and Values.

### **QUALIFICATION REQUIREMENTS:**

- Minimum of 1 year of insurance verification experience, health education, patient navigation, and/or health clinic patient assistance field.
- Intermediate experience with MS Word, MS Excel, MS Outlook.
- Knowledge of CPT, ICD-9 and ICD-10 Codes.
- Strong understanding of benefits investigating; deductibles, co-insurance, out of pocket expense & benefit exclusions.
- Ability to effectively handle multiple responsibilities simultaneously in a deadline driven environment.
- Excellent verbal, written communication and interpersonal skills.
- Ability to work independently and as part of a team and take on new tasks.
- Attention to detail.
- Ability to exhibit a high level of confidentiality.
- Basic knowledge of dental and vision insurance verification.
- Proof of COVID-19 Vaccine.
- Experience working with eClinicalWorks is a plus!

**TRAVEL REQUIREMENTS:**

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

**EDUCATION and/or EXPERIENCE:**

HS Diploma required with minimum of 1 year of insurance verification experience.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

**OTHER SKILLS and ABILITIES:**

- Bilingual a plus!
- Must have good transportation and a valid Texas Driver's license.

**LEADERSHIP RESPONSIBILITIES:**

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

**WORK COMPLEXITY/INDEPENDENT JUDGEMENT:**

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

**PROBLEM SOLVING:**

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

**COMMUNICATION/INTERACTIONS:**

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor and coworkers in own and other departments.

**IMPACT OF DECISIONS:**

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

**PATIENT RELATIONSHIPS:**

Follow through with customer inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

**AMERICANS WITH DISABILITIES SPECIFICATION:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this 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 stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work; Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift up to 50 lbs

**WORKING/ENVIRONMENTAL CONDITIONS:**

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at

the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

*HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.*

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Signature

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Date

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Full Name - Printed