# PPAZ Insurance Verification Specialist Job Description

**Job Title:** Insurance Verification Specialist

**Division:** Customer Service & Admin Services

**Reports To:** Revenue Cycle A/R Manager

**FLSA Status:** Non-exempt

# SUMMARY

Our services include an emphasis on family planning and reproductive health care, including the provision of birth control and comprehensive contraceptive counseling, testing and treatment of sexually transmitted infections, pregnancy testing, counseling and referral, HIV testing, annual exams, abortion care, and more. In addition, we focus on providing medically accurate sexuality education and training services throughout the state.

This position provides insurance verification for insured patients; informing them of financial obligation at time of service and when prior authorization or referrals are required; responds to all internal and external phone calls regarding patients’ insurance verification inquiries.

**The employee, whose signature appears above, agrees to be accountable for the JOB SPECIFIC DUTIES AND RESPONSIBILITIES, which include the following; other duties may be assigned:**

* Responsible for ensuring external and internal telephone calls are answered in a professional and timely manner in accordance with department policies, procedures and performance goals.
* Verifies Commercial and Medicaid insurance for eligibility and benefit utilizing one of the following methods as appropriate: RTS, payer’s website, and phone.
* Patients are called to inform them of their financial obligation at the time of service for any amount beyond the copay.
* Same day, walk in, and future insurance appointments are verified for eligibility and benefits.
* Maintains all passwords for the Managed Care/Third Party carriers who allow claims status via provider websites.
* Works closely with health center and call center staff to assist in identification of patient responsibility. Identifies accurate patient portions in order to collect money at the time of service (including past due account balances).
* Ensures that collection of all Managed Care and Third Party claims are followed up in accordance with department policies, procedures, and performance goals.
* Processes and posts patient payments (credit card) in an accurate and timely manner in accordance with department policies, procedures and performance goals.
* Corresponds with and assists vendors involved with patient accounts. Reviews and prepares check requests for patient and insurance refunds.
* Maintains confidentiality of all information; adheres to all HIPAA guidelines/regulations.

**SUPERVISORY RESPONSIBILITIES**

None required.

# QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

High School diploma or General Education Degree (GED) and one year work experience; Medical Coding Certification and knowledge of Current Procedural Terminology (CPT), International Classification of Diseases and Health Care Procedure Coding System (ICD-9) knowledge.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively with customers or employees of organization.

**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 and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Coding Certification preferred.

**PHYSICAL DEMANDS**

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 sit and use hands to finger, handle, or feel. The employee frequently is required to reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT**

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

The noise level in the work environment is usually moderate.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change.