



**JOB TITLE:** INSURANCE VERIFICATION SPECIALIST  
**FLSA STATUS:** NONEXEMPT  
**DEPARTMENT/LOC:** BILLING - DOWNTOWN  
**REPORTS TO:** BILLING SUPERVISOR

#### **POSITION SUMMARY:**

The **INSURANCE VERIFICATION SPECIALIST** performs clerical functions for patient billing, including verification of insurance information and resolution of problems to ensure a clean billing process. Follows up on accounts that require further evaluation. Works with others in a team environment.

#### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Maintains patient demographic information and data collection systems.
- Verify insurance eligibility for both medical and vision insurances for upcoming appointments by utilizing online websites or by contacting the carriers directly.
- Review patient deductibles and/or copays and enter into the billing system and spreadsheets provided to the front end department at all locations.
- Coordinate with front end regarding scheduling errors.
- Assist front end staff and call center staff in understanding carrier websites and verification of eligibility.
- Enter insurance referrals as needed.
- Participates in development of organization procedures and update of forms and manuals.
- Answers questions from patients, clerical staff and insurance companies.
- Works in conjunction with the reception to ensure clean billing.
- Performs miscellaneous job-related duties as assigned.
- Participates in educational activities and attends monthly staff meetings.
- Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.
- Assists in development and communication of SOP for key areas to improve accuracy and understanding of processes.

#### **QUALIFICATIONS & SKILLS:**

- Minimum of 1 year of relevant experience and/or training, or equivalent combination of education and experience.
- Basic Life Support Certification required.
- Strong knowledge of administrative and clerical procedures.
- Proficient in computers and relevant software applications and practice management technology.
- Possession of strong problem solving skills and sound judgment.
- Ability to collaborate across departments and build effective relationships with internal and external customers to achieve goals.
- Knowledge of customer service principles and practices.
- Ability to achieve team goals while demonstrating organizational values and utilizing resources responsibly.
- Ability to be proactive and take initiative.
- Exhibit high level of quality through attention to detail and monitoring of work.
- Possession of strong organizational skills.
- Excellent verbal and written communication, as well as exceptional interpersonal communication skills.

- Ability to work independently on assigned tasks, as well as to accept direction on given assignments.
- Deals with confidential information and/or issues using discretion and judgment.

**PREFERRED EXPERIENCE:**

- Prior Insurance Verification experience in a medical office.
- Customer service.

**SUPERVISION EXERCISED:**

- This position has no supervisory responsibilities.

**WORK ENVIROMENT & PHYSICAL DEMANDS:**

- Work is performed in an office setting.
- Physical demands of position: sitting, standing, walking, typing, phone communication, face to face conversation.

GENERAL SIGN OFF: The employee is expected to adhere to all company polices. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

I have read and understand this job description and recognize it may change to meet the needs of the business.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_