



**Amistad Community Health Center**

<b>Title: Insurance Verification Specialist</b>	<b>Department: Medical Records</b>
<b>Supervisor: Practice Manager</b>	<b>FLSA Status: Non-exempt</b>
<b>Created: July 19, 2021</b>	<b>Approved By CEO:</b>

**GENERAL SUMMARY OF DUTIES:**

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.

**Supervises:** No supervisory responsibilities.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

- Maintains patient demographic information and data collection systems.
- Verify insurance eligibility for medical insurance for upcoming appointments by utilizing online websites or by contacting the carriers directly.
- 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.
- Answer questions from patients, clerical staff and insurance companies.
- Works in conjunction with the front office staff to ensure clean billing.
- Participates in trainings, and attends staff meetings.
- Maintains strict confidentiality; adheres to all HIPAA guidelines/regulations.
- Knowledge of medical terminology gained through experience or formal course work
- Excellent customer service, interpersonal, and oral and written communication skills.
- Basic arithmetic skills (addition, subtraction, multiplication, division, percentage)
- Strong computer skills, working knowledge of (e.g., Microsoft Word, Microsoft Excel, e-mail software).
- Must have good organizational skill to perform multiple activities.
- Ability to be very flexible in accepting department assignments
- Relies on experiences and judgment to plan and accomplish goals to perform a variety of tasks.
- Skill and ability to function effectively and calmly in an unpredictable or stressful environment.
- Ability to work easily and in a friendly manner with the general public.
- Participates in Quality Improvement
- Supports the agencies Mission, Vision and Values Statement
- Performs all other duties as assigned

**KNOWLEDGE, SKILLS AND ABILITIES**

***REQUIRED***

- Knowledge of medical terminology gained through experience or formal course work
- Excellent customer service, interpersonal, and oral and written communication skills.
- Basic arithmetic skills (addition, subtraction, multiplication, division, percentage)
- Strong computer skills, working knowledge of (e.g., Microsoft Word, Microsoft Excel, e-mail software).

- Must have good organizational skill to perform multiple activities.
- Ability to be very flexible in accepting department assignments
- Relies on experiences and judgment to plan and accomplish goals to perform a variety of tasks.
- Skill and ability to function effectively and calmly in an unpredictable or stressful environment.
- Ability to work easily and in a friendly manner with the general public.

***PERFERRED***

- Bilingual English/Spanish

**EDUCATION:**

High school diploma or general education degree (GED).

**EXPERIENCE:**

One year related experience and/or training.

**PHYSICAL/MENTAL DEMANDS:**

Requires sitting and standing associated with a normal office environment. Some bending and stretching required. Manual dexterity using computer keyboard necessary. 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 talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand and reach with hands and arms.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**ENVIRONMENTAL/WORKING CONDITIONS:**

The employee works primarily indoors in a standard office 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 description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

*The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work. The health center reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and the Center continues to maintain its status as an at-will employer.*

***I hereby acknowledge that I have read and understand the above mentioned job duties, qualifications, policies, and procedures for this position. I also certify that I received a copy of this job description.***

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date