

**Job Title:** Insurance Verification Specialist  
**Reports To:** Business Office Manager &  
Assistant Business Office Manager  
**Department:** Business Office

**Date:** April 2022  
**Rev.:**  
**FLSA:** Non-Exempt

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**Job Overview:**

The insurance verification specialist is responsible for obtaining verification of all insurance benefits for patients and maintains that information to reflect the most up to date coverage. Performs data entry for new patient accounts and/or existing patient accounts. Works closely with patients, insurance companies, and clinical staff members as needed.

**Job Duties and Responsibilities:**

Including, but not limited to, the following:

- Accurate verification of all insurance benefits, and entry of new or updated insurance information for all patient accounts
- Add/Create new accounts as need in Registration Overlay (g4)
- Enter new patient demographics and maintain existing patient demographic profiles.
- Review schedule for upcoming new patient appointments (e.g. Chest Clinic, PT/OT, etc.)
- Review Assurance Athens tickets in Unity for eligibility errors
- Review signature expired list daily for required updates as needed
- Review patient accounts and insurance profiles to guarantee accuracy
- Work through returned mail and update addresses, if available
- Work closely with prior authorization coordinators
- Work closely with surgeon teams to discuss past due balances and capture up-to-date benefit coverage for surgery patients
- Maintain a professional relationship with physician teams
- Maintain patient and clinic confidentiality.
- Perform all related duties as required by CEO, CFO, Business Office Manager, Business Office Assistant Manager, Business Office Lead
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**Knowledge, Skills, and Abilities:**

- Insurance verification experience
- Knowledge of g4/Centricity & OncoEMR (EMR Systems)
- Ability to navigate numerous insurance portals to review benefit coverage details
- Ability to work in a fast-paced environment
- Ability to work independently and collaboratively within a team environment
- Ability to maintain good working relationships
- Demonstrates attention to detail
- Demonstrates professionalism in appearance/dress code

**Education and Experience**

- High School Diploma or equivalent
- Minimum of 1-2 years of relevant experience, preferred

**Physical Demands:**

- Will require extensive desk use and computer use
- Light lifting may be required

I have read the job description above and I have the knowledge, skills, and abilities to perform the job duties as described with or without a responsible accommodation.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_