

## Job Description



**Job Title:** Reimbursement Specialist  
**Department:** Business Office  
**Report To:** Director of the Business Office

### Job Summary:

Follow up on rejected claims and overdue insurance balances using Explanation of Benefits (EOBs) and other reports. Build and maintain relationships with payers.

### Core Competencies

#### Proactive

Anticipatory, change-oriented and self-initiated behavior. Proactive behavior involves acting in advance of a future situation, rather than just reacting. It means taking control and making things happen. Proactive employees generally do not need to be asked to act, nor do they require detailed instruction. Take initiative to see an issue and develop realistic solutions.

#### Achieve

Demonstrate effort, skill, or tenacity to reach or attain a desired objective, level of performance or quality of work. Carry out tasks successfully and completely. Attain goals despite difficulty. Able to exert the necessary effort using their own skill set to perform at the highest level desired within our organization.

#### Team Conscious

Demonstrate a genuine interest in thoughts and opinions, values, and needs of co-workers. Avoid speaking, writing, or doing other things that could be seen as disrespectful of patients and/or co-workers. Recognize and show respect for the strengths and contributions of others. Work with others to accomplish a common goal or objective.

#### Integrity

Act in ways that demonstrate personal reliability, honesty, and care that exhibit integrity and serves as a positive example of why others should trust the motives of our organization. View themselves as a reflection of the organization by following through on commitments and accepting ownership of any mistakes they might make. Leave others with a clear impression that integrity is a core value of Premier Bone & Joint Centers. This is in contrast to individuals who make commitments that go unmet, fail to acknowledge their role in disappointing events, or whose actions (or inaction) leave others with doubts about the level of trust that should be placed in Premier Bone & Joint Centers.

#### Excellence

Have the will to win, the desire to succeed, the urge to reach their full potential. We are what we repeatedly do. Excellence is the path chosen to be successful at work. The word excellence is defined as the quality of surpassing the average, possessing high qualities in one's field. It's about developing a winning mindset that says "I want to be great at what I do. I want my personal life and my work to be spectacular." Developing excellence is a deliberate process and takes time, yet it can be developed by creating a personal strategy that will put you on the road to success in life and in the workplace.

## Never Quit

Can always be counted on to go above and beyond what is asked. Always give extra and unending effort and offer support to other team members. Persevere in completing tasks and don't get discouraged or cut short efforts to accomplish goals and objectives. Make and fulfill commitments. Establish a pattern of working independence, always intend to fulfill any promise made, prepare for meetings and other tasks.

## Trust

Believe that someone or something is reliable, good, honest, and effective. Act responsibly for the safety and care of Premier Bone & Joint Centers' patients. One is able to believe that something relayed by this employee, is true or correct even though you do not have proof of it. One is able to have firm belief in the reliability, truth, ability, or strength of this employee. This is an employee that one would put complete faith in and be confident that the integrity of this employee would guide their actions.

## Communication

Communicate effectively, respectfully, and appropriately. Use good judgment as to what to communicate to whom by utilizing the chain of command, as well as the best way to get that accomplished. Speas in a clear and credible manner, selecting the right tone for the situation and audience. Listen to others and allow them to make their point. Be respectful to feedback and respond accordingly.

## Essential Duties and Responsibilities

### Rejected EOB

Follow-up on denials on the Practice Management Dashboard within one (1) week that the rejected EOB is received.

### Claim Denial

Research and determined why a claim has been denied. If the claim is denied due to a coding error, notify the person that coded the services, so that they may correct the error. Supply the coder with all applicable information, including a copy of the denial.

### Appeals

Determine when an appeal, reopening, redetermination, etc. should be requested and the requirement of each insurance carrier.

### Appeals Completion

Complete the appeals, reopening, redetermination, etc. in it's entirety and send all required documentation to the insurance carrier.

### Carrier Calls

Call insurance carriers to appeal payments that do not match contractual agreement. Notify supervisor of consistent contractual agreement discrepancies.

### Patient Inquiries

Respond appropriately and accurately to written and telephone inquiries from patients regarding their insurance questions and account balances.

### Claims Worklist

Review and work the claims worklist daily.

### Unapplied Payments

Review and work the unapplied payments and credit balances daily.

## **Inactives**

Use data from inactives on the practice management dashboard, call payers or look up claim status on-line to inquire about unpaid insurance claims that are 45 days old; record response or activity in the computer.

## **Medical Record Requests**

Make necessary arrangements for medical records requests, completion of additional paperwork, etc.

## **Carrier Relationships**

Manage relationships with personnel from assigned carriers.

## **Manager Meetings**

Meet with manager regularly to discuss/resolve reimbursement and insurance follow-up problems.

## **Refund Requests**

Process requests for refunds and submit all required documentation to manager for approval.

## **Practice Management**

Working knowledge of practice management and word processing software.

## **Insurance Inquiries**

Respond appropriately and accurately to written and telephone inquiries from insurance companies.

## **Medical Billing Knowledge**

Knowledge of medical billing policies and procedures.

## **Insurance Provider Policy Knowledge**

Knowledge of insurance provider policies and procedures regarding patient claims.

## **Accounting Principles**

Knowledge of basic accounting principles.

## **Medical Terminology Knowledge**

Knowledge of medical terminology and basic human anatomy.

## **Interpersonal Skills**

### **Working Relationships**

Ability to establish and maintain effective working relationships with physicians, co-workers, and the public that harbor a friendly, yet professional interaction. Demonstrate willingness to readily interact with other staff members and department.

### **Mentor**

Acts as mentor for new employees.

### **Personal Growth**

Accepts responsibility for own professional growth and personal conduct by seeking knowledge in work specific areas, taking advantage of opportunities at work to observe and volunteer.

### **Flexibility and Stressful Situations**

Ability to be flexible, organized, and function under stressful situations.

## **Adherence to Facility/Departmental Policy**

### **Confidentiality**

Observe confidentiality of information in regards to patients, physicians, and fellow employees; ability to maintain confidentiality under HIPAA standards.

**Attendance/Punctuality**

Maintain a good attendance record and arrive to work punctually.

**Overtime**

Able to substantiate overtime, minimizes overtime and adjusts hours as needed.

**Dress Code/Identification**

Follow dress code of department, appear professional when present in the clinic, wear identification while on duty, and communicate name and role to patient appropriately.

**Cell Phone Use**

Cell phone may be used for business purposes only. Utilizes cell phone for personal use only during breaks or meal periods out of the public eye.

**Staff Meetings/In-services**

Participates in Premier Bone & Joint Centers and departmental in-services and staff meetings.

**Safety & Infection Control Policies**

Adhere to safety and infection control policies.

**Care of Environment, Equipment, and Supplies****Clean, Neat, Safe Environment**

Maintain a clean, neat, and safe environment for patients and staff, including personal work areas.

**Office Equipment Skills/Malfunctioning Equipment**

Utilizing correct/safe technique when using equipment and notify manager of malfunctioning equipment.

**Education**

Degree/Diploma Obtained	Program of Study	Required/Preferred
High School Diploma or Equivalent		Required

**Experience**

Years of Experience	Required/Preferred
Recent Clinical Experience	in Healthcare Setting - Preferred

**Physical Requirements**

Action	Description	Frequency
Seeing	Must be able to read reports and use a computer	Constant
Hearing	Must be able to hear well enough to communicate with patients, physicians, administrative staff, insurance companies, and co-workers	Constant

Speaking	Must be able to verbally communicate with patients, physicians, administrative staff, insurance companies, and co-workers	Constant
Fingering/Grasping	Must be able to write and type	Constant
Standing		Rarely
Sitting		Constant

### Weight Demands

Action	Description	Frequency
Lifting	Must be able to lift up to 10 pounds or less	Rarely

### Working Conditions

*The fast paced nature of this position may lead to increased levels of personal stress.*

#### Environmental Hazards

The fast paced environment may lead to increased levels of personal stress and demand high mental acuity.

#### Unique Work Schedule/Travel

May be required to work after hours, on weekends, or holidays.

### Employee Statement of Understanding

*I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.*

*I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct related to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.*

*As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with patients, customers, and fellow employees.*

**Note: This description is intended to describe the general job duties and employment requirements for adequate job performance, and should not be interpreted as an exhaustive report. Additional duties and responsibilities may be assigned at the discretion of the employees' supervisor.**