

Position Title: Insurance Precert Rep
Department: Diagnostic Imaging
Pay Rate: Depends on experience

Job Summary:

Responsible for collecting patient and insurance information required for complete billing of services rendered, collections of monies by EFT/debit/credit card, and any duties related to scheduling patients.

Essential Job Functions:

The following is a summary of the essential functions of this job. The incumbent may perform other duties, both major and minor, that are not mentioned below; and specific functions may change from time to time. Consistently has the ability to prioritize and complete all pre-certifications in an accurate and timely manner. Completes insurance verification screen in AS400 and the hard copy precertification form for the insurance chart in a timely and accurate manner. Completes accurate notes regarding the pre-certification on the inpatient account in the AS400 to assist Case Management. Involves Case Management to obtain precertification for an inpatient or observation patient's stay. Recognizes when to involve the ordering physician in insurance peer review to obtain precertification. Knows how to utilize the Authorization/Referral Worklist in the scheduling program. Communicates with the patient and ordering physician if a precert is denied. Assists schedulers by answering phones and scheduling patient appointment, as needed, during peak times, lunches and PTOs. Assists with the Order Facilitator by calling patients and scheduling appointments, as needed, during peak times, lunches and PTOs. Performs cashiering functions as needed. Copes with stressful situations calmly, effectively and tactfully. Participates actively in Performance Improvement Programs, Dept. Meetings, and hospital-wide inservices and programs. Conducts oneself in an ethical and professional manner in dealing with all levels of personnel and the public served. Works during scheduled hours to facilitate the smooth and effective operation of the department. Follows hospital policies on assisting patients with special needs or language barriers and effectively communicates those needs to departmental staff when appropriate.

Education and formal training:

High school or equivalent is necessary, but an Associate Degree/two years related work experience is preferred.

Work Experience:

At least one year of health-care related experience.

Knowledge, skills, and abilities required:

Typing, accurate spelling and other clerical skills and experience required. Knowledge of medical terminology, hospital admission procedures, reimbursement procedures, DRG, financial classification, etc. will be necessary.

Physical Requirements:

Visual acuity, hearing acuity, manual dexterity, oral communication, standing or sitting for long periods of time, repeated standing, bending or stooping, transporting patients, manipulating equipment or supplies (including lifting 15-20 pound boxes of paper) and tolerating high stress situations.