



Job Title	Insurance Eligibility/Verification Specialist	Job Code	HS0723
Pay Plan	USPS	Pay Grade	14
Union	AFSCME	FLSA Status	Non-Exempt
Job Family	Health Services	Union Code	21
		Subfamily	Medical Support

Job Family & Subfamily Summary

Health Services Professionals provide services related to the diagnosis and treatment of patients and medical support functions.

Medical Support Professionals provide various administrative and office support functions for a clinical operation.

Job Summary

Provides insurance verification and authorization account support.

Representative Duties

1. Insurance Verification

- Verifies insurance by web or phone to determine covered/non-covered services
- Discusses benefits and explains office policies and procedures
- Obtains needed verifications, referrals, or authorizations for office visits
- Calculates patient cost and assists with billing concerns and questions
- Enters and reenters data, confirming accuracy and correcting errors

2. Accounts

- Evaluates patient accounts for medical necessity; notates prior authorization in electronic medical record
- Researches and resolves eligibility errors
- Understands patient financials and discusses payment requirements
- Arranges payment plans; generates reports

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	High School Diploma or Equivalent	
Certification(s)		
Licensure(s)		
Work Experience		
2+ years of relevant experience		
Additional Requirements		

Physical/Environmental Demands

Standard office environment with no unique physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.