



Job Title	International Insurance Specialist	Job Code	HS0724
Pay Plan	USPS	Pay Grade	14
Union	Non-Union	FLSA Status	Non-Exempt
Job Family	Health Services	Union Code	0
		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

Manages international health insurance compliance for all UCF students with an F or J visa status in accordance with the Florida Board of Governors requirements and the Code of Federal Regulations.

Representative Duties

1.
 - Evaluates insurance plans to verify compliance with state and federal government regulations
 - Collaborates with insurers to identify compliant options for students
 - Coordinates with UCF departments and international sponsors to obtain required documents. Identify and inform non-compliant students of their status and requirements.
 - Maintains online document submission system and updates student database and electronic health record with received records
 - Runs/updates database reports and maintains report templates for tracking of international student population
 - Serves as organization representative at international student resource fairs, check-ins, orientations, recognition ceremonies, and welcome receptions
2.
 - Develops and implements policies for health document submission, student database maintenance, electronic health record data storage, quality assurance, and HIPAA-compliant customer communication
 - Drafts departmental policy manual, printed handouts, and web content related to international insurance requirements
3.
 - Coordinates reconciliation of insurance claims and patient balances with claims administrators, UCF SHS Insurance and Collections departments, and patients
 - Provides insurers with approved student information to facilitate enrollment of special groups
 - Assists students with resolution of insurance enrollment and claim submission issues
 - Collects and inputs immunization information into student database for any records submitted by UCF departments on behalf of international students

Education, Experience, Skill Requirements

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