



Benefits Verifications Specialist Job Description

Job title: Benefits Verifications Specialist

Division/Department: GVS Hearing RCM

Reports to: Alisha Jackson (Revenue Cycle Manager)

Full-time

Part-time

Temporary Position

Exempt

Non-exempt

Essential Duties and Responsibilities: To contact insurance companies, on behalf of multiple Providers to verify patient specific benefits for hearing aids and other related services. The Benefits Verification Specialist will ask appropriate questions regarding patient's benefits, complete forms to document and forward patient's benefit coverage.

Responsibilities include, but are not limited to:

- Reviews all patient demographic and insurance information to ensure accuracy for benefit verifications
- Verifies eligibility, billing requirements and patient specific benefits for audiology billing
- Obtains cost share information and plan specific requirements including but not limited to prior authorizations or referrals
- Follows up on accounts that require further action
- Uploads completed verification form onto a web portal
- Answers questions from providers to clarify benefits quoted
- Reports any trends/delays to manager
- Performs related duties and special projects as assigned
- Maintains strict confidentiality; adheres to all HIPAA guidelines/regulations

Qualifications & Skills:

- Ability to work in a fast-paced environment
- Knowledge of customer service principles and practices
- Excellent written & verbal communication skills
- Ability to work independently on assigned tasks, as well as to accept direction on given assignments

Preferred Experience:

- Prior Insurance Verification experience in a medical office
- Customer Service

Print Employee Name:

Employee signature:

Date: