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# Example of Financial Counselor Job Description

Our innovative and growing company is looking for a financial counselor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for financial counselor

* Handles Insurance questions and/or obtains information from various NYUMC areas including but not limited to clinics, physicians, and patients, attorneys, employers, payers, and outside agencies via telephone, mail, or in person associated with transplant matters
* Determines the extent of liability for insurance plans, coordinates of benefits and personal responsibility
* Secures documentation of insurance liability via internal and external resources
* Reviews and interprets insurance group pre-certification requirements
* Acts as the patient advocate with the patient and/or family members and liaison with the insurance companies to assist in obtaining insurance information
* Obtain detailed benefit information for all aspects of the transplant process, including Pharmacy, inpatient, outpatient care, transplant coverage
* Confirm demographic information
* Act as liaison with therapist and the Credit Department to ensure that patients are informed in accordance with hospital financial policies
* Review alpha census daily for visits exceeding the original length of precertification and work closely with utilization review for concurrent certification
* Forward problems or concerns to Patient Access Manager

## Qualifications for financial counselor

* Strong interpersonal/public relations skills and the ability to work effectively with a wide range of customers in a diverse environment the occasional hostile or disgruntled patient
* Advanced working knowledge of available community programs and grants
* Enter notes into the collections system for all patient encounters
* Consistently receive and receipt payments from patients for hospital services in accordance with internal cash control procedures
* Interact with Patient Account Services Insurance Verification Department in establishing up-front payment arrangements with patients
* Demonstrate knowledge of occurrence reporting system and utilize system to report potential patient safety issues