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# Example of Insurance Follow Job Description

Our growing company is looking to fill the role of insurance follow. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for insurance follow

* Write and submit appeals
* Answer phone inquiries from patients and insurance regarding bills, charges, and account status
* Resolve issues holding up timely claim payment, including requests for medical records, coordination with Customer Service and other related departments
* Investigates over-payments and takes appropriate action to resolve
* Follows up on payer payment variances
* Direct day-to-day operations, priorities and broad scope work assignments for the A/R follow-up team
* Develop and monitor reporting tools to track Key Performance Indicators (KPIs), (e.g.Queue Status, Daily Cash Collections and Write-offs, Claims Filed, etc)
* Develop goals and objectives and measures performance on a macro basis on a regular basis
* Make recommendations and implement continual process improvements to improve cash yield and timely collection
* Review carrier websites and publications for updates regarding billing procedures and requirements

## Qualifications for insurance follow

* Bachelor's degree or equivalent work experience (five years in healthcare billing environment)
* Experience with EPIC Billing system preferred
* Epic Billing certification preferred
* Review data, reports, and statistical information, analyze trends, and render adjustments to team priorities and operations, to increase effectiveness
* Represent the RCM team and/or assigned department on committees, work groups, or task forces and attend pertinent functions, as requested
* Promote by personal example, a positive “esprit de corps”