Downloaded from <https://www.velvetjobs.com/job-descriptions/reimbursement-specialist>

# Example of Reimbursement Specialist Job Description

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

## Responsibilities for reimbursement specialist

* Assist with the coordination of the case set up with wound care center/ providers, patients and sales representative
* Demonstrate proficiency and full understanding of the Reimbursement Call Center Customer Relationship database including understanding of data elements, definition of various case statuses and outcomes, case documentation requirements and the importance of meeting program metrics
* Handle all protected patient data according to strict HIPAA compliance and ethical record-keeping
* Accurately document call details, follow up actions, and any other pertinent information within the Customer Relationship Management database
* Identify and escalate customer concerns and program trends to the Reimbursement Services Manager Reimbursement Call Center team
* Healthcare Information & Medical Claims Processing
* Healthcare Billing & Collection Services
* Providing financial guidance regarding hospital, HMO, clinical services to patients, their families & third-party representatives
* Contacting insurance companies to verify eligibility coverage for drug benefits
* Functioning as a liaison between special drug program patients & their insurance companies

## Qualifications for reimbursement specialist

* Health Insurance claims or patient accounting experience a plus
* Experience with billing applications (ePremis, SSI)
* Review accounts in Medipac to determine correct payment
* Identify if underpayment or overpayment is due to incorrect contract information or if discrepancy is system related
* Negotiate based on historical information for rate consistency
* Two to five years billing and insurance follow-up experience preferred