

Example of Insurance Billing Specialist Job Description

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Our company is growing rapidly and is hiring for an insurance billing specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for insurance billing specialist

- Serves as a communication link to various departments and external payers by developing positive relationships with managed care organizations and outside agencies, and clinical areas within the organization
- Communicates team barriers, process flow or productivity issues to the supervisor
- Monitors the status of denials, appeals, and claim errors by using work queues and conducting routine, periodic follow up on previously researched claims items
- You will be reconciling payments and invoices from groups and carriers reconciling lock-box payments
- Printing and working with printed invoices
- All staff is required to answer phones, so you will be expected to have basic customer service skills and will be responsible for handling accounts payable/receivable issues over the phone
- Processes incoming payments both through ERA and manually
- Posts claim rejections both manually and ERA accurately in patient's accounts with payor rejection returns as priority
- Processes claim remittance, reconciles and accepts claims
- Reconciles and logs payment batches daily on the Finance Deposit Spreadsheet

- Previous billing, QA or experience working in an outpatient clinic is highly preferred
- Research and respond to customer inquiries in a high volume call center for a Fortune 100 insurance company
- Candidates must be experienced in providing world class customer service
- Responsibilities include but are not limited to taking inbound calls from customers to process payments, offer billing solutions, and send requested documents for homeowner and auto insurance policies
- In addition, there may be some interaction with third party vendors with requests to modify lender information and/or verify policy coverage
- This is an excellent opportunity which is ideally utilized to prepare contracted representatives for a permanent career at with the Insurance Client