

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

- Communicate immediately with supervisors on any insurance issues, trends or reimbursement setbacks that may affect cash flow by monitoring insurance accounts
- Promptly answer phones in a courteous and friendly manner following call quality program standards
- Promptly return all patient voice mail following call quality program standards
- Document discussions with and/or promises from all patient phone calls
- Process correspondence from patient statements
- Complete rush refund requests
- Accurately processes patient payments
- Communicates payment guidelines, sets up recurring patient payments
- Contact insurance companies and lab companies by phone, fax, and written correspondence to resolve issues preventing claims from being processed correctly
- Communicate with coding staff to verify claims have been coded correctly, assign claims to Insurance AR for completion of appeal

Qualifications for insurance billing specialist

- Very comfortable learning new systems and working with very manual processes

- Prior experience in a hospital setting, health insurance claims processing or medical office
- Minimum two (2) years experience in patient account billing and collections
- General knowledge of medical terminology and ICD10 coding