



JOB FUNCTION: Claims Resolution Coordinator

Our Claims Resolution Coordinators investigate and analyze accounts in order to properly identify and coordinate insurance benefits and resolve outstanding balances for our clients. They work closely with the patient as well as insurance carriers until the claim has reprocessed and payment has been issued.

ESSENTIAL FUNCTIONS:

- Perform daily tasks presented by manager such as account work, special projects, or requests
- Reach daily/monthly quota and/or goals
- Conduct online medical research using multiple online medical websites
- Contact patients by either phone or through letters
- Review medical records, provider notes, Explanation of Benefits, etc. for knowledge of appeal or account information
- Update claims system with updated accurate information
- Attend weekly team meetings to discuss updates/changes such as new hospital procedures or current client issues
- Communicate any issues through the manager including, but not limited to, systems errors, questions for other departments, HIPAA questions
- Stay up to date on state laws governing fee schedules, filing limits, and other statutes
- Participate in special projects when presented by management
- Additional duties as assigned by management

QUALIFICATIONS:

- Bachelor's degree is preferred or comparable work experience or work experience and education
- Prior experience with insurance claims and/or a background in the legal profession is preferred but not required
- Prior experience in an administrative or clerical role in an office environment preferred
- Minimum 45 WPM Typing and 6,000 KPH 10-key
- Consistent ability to work with a high volume of accounts
- Focused and self-motivated
- Excellent investigative and problem-solving abilities
- Close attention to detail and accuracy
- Ability to learn software systems
- Exceptional organization, time management, prioritization skills
- Ability to adapt to constantly changing environment/ well developed multitasking skills
- Exceptional written and verbal communication skills including grammar

The above descriptions are intended to be used in the general nature and work level being performed by this position. This is not intended to be an exhaustive list of all activities and responsibilities required by this position.



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- Ability to contribute in a positive manner
- Proficient using Microsoft office products such as Word, Excel, Outlook and Adobe Acrobat
- Knowledge of Healthcare Terminology preferred but not required

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