

Title: Insurance Verification Coordinator

Paradigm PT

Effective date: February 9, 2018

Customers served (external and internal): all Patients, any member of the Paradigm Team, all vendors, suppliers and any other members of the public.

Reports To: Office Manager

Role Qualifications:

Role Summary: Provide day-to-day office, clinic and executive administration support. The position facilitates the needs of multiple functions and requires a person who is adaptable and resourceful with very strong organizational skills.

Principal Accountabilities: (essential job functions)

1. General office administration including: answer phone and direct calls. Works directly with patients and insurance companies regarding insurance information. Stays current and up to date on all verification resources.
2. Audits/Insurance: Keeps updated on information from insurance companies and Desert States. Stays current and up to date on all verification resources and tools. Update verification forms as necessary. Schedules and verifies all intakes in a timely manner.
3. Administers the monthly eligibility process and all issues tied to this process.
4. Works closely with billing department, Supervisor and Front Desk staff.
5. Adhere to HIPPA filing /scanning guidelines. Keep records of materials filed or removed.

Essential Skills and Experience:

1. Strong customer service orientation – both external and internal.
2. Excellent interpersonal and communication skills
3. Computer proficiency – Microsoft Word, Excel in particular.
4. HS Diploma or equivalent
5. 2+ years experience as a receptionist, customer service representative or equivalent.

Beneficial Skills and Experience:

1. Experience working in high performance teams and a proven strong team player
2. Commitment to company values
3. Ability to read, write and speak Spanish.

Physical Challenges:

1. Consistent and regular use of phone required.
2. Regular and consistent use of keyboard and mouse.
3. Ability to climb stairs on occasion.

4. Must have ability to safely drive between all clinics and other locations as needed. Proof of clean driving record and current registration and insurance is a job requisite.
5. Must be able to occasionally lift up to 25 pounds.
6. Consistent sitting for many hours at one time. Majority of day (50%+) is spent sitting at a desk.
7. Additional challenges may arise, at which time Paradigm may revise this job description.

Reporting to the position are:

Front Desk Receptionist

This job description does not represent an inclusive list of all duties encompassed in this position, but rather serves as a tool to assist the employees in this position. The existence of this job description, or any other job description, does not in any way negate "at will" employment status. The President of Paradigm is the only person who may elect to modify or delete this job description at any time upon giving notice to the HR Rep to do so.

I understand the responsibilities associated with this job and I agree to fulfill them to the best of my ability.

Employee Signature

Date

**ONCE SIGNED, PLEASE SEND ORIGINAL TO HR DEPARTMENT
TO BE ADDED TO THE EMPLOYEE'S PERSONNEL FILE.**

FLSA Status: Non-Exempt

Essential Skills and Experience to Qualify For Promotion:

1. Proven success in all areas listed above.
2. Commitment to Paradigm's strategic plan and vision for the future.
3. Recommendation from immediate supervisor or other member of Executive Team.