

FLORIDA HEART ASSOCIATES

JOB POSTING

UNIT CLERK/AUTHORIZATIONS, REFERRALS, & INSURANCE VERIFICATION

REPORTS TO: Clinical Director – Echo Vascular

DUTIES INCLUDE, BUT NOT LIMITED TO:

- **Continual review of Echo, Vascular & Vein clinic appointment books for services that may require authorization/referral.**
- **Verification of benefits online, on the phone, and through EMR.**
- **Obtaining referrals from physician offices.**
- **Ability to distribute patient data successfully into EMR.**
- **Obtain patient benefits/and or prior authorization if required for ancillary testing and procedures (Echo/Vascular ultrasounds and Vein clinic procedures).**
- **Obtain prior authorization for Venous Ablations.**
- **Maintain thorough documentation.**
- **Enter all authorizations/referrals received into practice management system.**
- **Able to make and take calls that require explaining benefits to patients, patient liability due at time of service or arrange payment plan per collection guidelines.**
- **Communicate issues related to authorizations/referrals to clinical departments as necessary.**
- **Responsible for reviewing all orders by FHA physicians and referring physicians for appropriate diagnosis and correct appointment times.**
- **Responsible for answering phone and checking voicemail daily.**
- **Responsible for printing daily schedules, worksheets and supporting paperwork for the next working day for FMO and CCO.**
- **Act as a liaison between the Echo/Vascular department and Scheduling departments for all add-ons and schedule changes.**
- **Schedule and re-schedule appointments for Echo, Vascular and Vein clinic testing. Optimizing the “books” with appropriate coverage and machine availability. If schedules are not full, contacting patients with future testing to move up appointment times (if applicable).**
- **Copying and expediting CD’s requested by referring physicians, patients and Medical records**
- **Assist with triage duties as needed**
- **Must flexible with assigned working hours to meet the needs of the department and patient care.**
- **Maintain strictest confidentiality**
- **Perform other duties as assigned by supervising manager.**

QUALIFICATIONS:

- **Knowledge of ICD-10**
- **Knowledge of HMO, PPO, Government insurances**
- **Solid knowledge of insurance company rules and regulations**
- **Comprehension of individual payor reimbursement requirements**
- **Ability to use online carrier websites**
- **Maintain accuracy and quality of work deadlines**

- **Ability to work under stress with interruptions and deadlines**
- **Ability to self-direct and organize work of self and others**
- **Ability to multi-task**
- **Knowledge of business office procedures**
- **Effective and professional communication skills**
- **Ability to process verbal information and input this information into computer system.**
- **Ability to operation modern office business machinery.**
- **Ability to converse in a calm and professional manner.**
- **Ability to effective community and interact with coworkers, insurance company staff, hospital staff, patients, public, physicians and clinical staff.**
- **Ability to work well with medical practice staff.**
- **Dependable, reliable and flexible.**
- **Basic knowledge of all procedures performed in department.**

EDUCATION: High school diploma or equivalent.

EXPERIENCE: Two years of prior insurance verification/authorization experience required.

Florida Heart Associates is an Equal Opportunity Employer and is proud to be a drug and tobacco free organization.