Insurance Specialist

Job Summary: Review balances on Patient accounts including personal, workers compensation and/or insurance balances to ensure accurate payment from all sources. Appeal denied claims to obtain payment. Assist Patients with inquiries regarding their balance(s).

Dept: Business Office Patient Accounts
Reports To: Business Office Manager

Hourly- Full-time 40 hrs/wk
Location: Wausau

Education:
Required:
- High School graduate or equivalent

Experience:
Required:
- One or more years' experience working accounts to obtain payment and determine balance accuracy, working with both commercial and government payors and Patients.
- One or more years' experience successful appeals work for both government and commercial payors.
- Ability to accurately determine Patient and/or insurance balances and making Patient payment arrangements.
- Excellent verbal and written communications skills.

Desired:
- Experience in medical collections or Patient payment arrangements
- Classes, knowledge and/or experience with ICD 9 CM, CPT, commercial and government insurers
- One or more years medical billing experience
- Classes, knowledge and/or experience with Microsoft Word and Excel/

Skills and Qualifications:
- Meet deadlines
- Successful negotiations skills to obtain payment
- Compassion for Patients
- Ability to manage multiple priorities and schedules
- Must be able to stay calm during stressful situations
- Ability to make sound judgments according to procedures or acceptable recommendations for exceptions when needed
- Strong organizational skills and attention to detail
- Demonstrates teamwork and cooperation with co-workers and providers