



Experts in Orthopedic Care

OPERATIONS SUPPORT SPECIALIST

POSITION SUMMARY

Prepare patients for scheduled appointments by verifying demographics and insurance information, obtaining initial authorizations and referrals, and arranging all documentation for visits. Perform patient financial counseling when required.

ESSENTIAL FUNCTIONS

- Verify insurance eligibility of patients using various internet tools offered by payers.
- Obtain all authorizations and referrals necessary for visit.
- Provide patient financial counseling to patients within the clinic.
- Determine and contact patients regarding office visit co-pays, deductibles, and patient responsibility.
- Communicate with outside entities such as primary care physicians offices to obtain authorizations and referral with ICD10 and CPT codes
- Perform other responsibilities associated with this position as deemed appropriate

GENERAL COMPETENCIES DESIRED

- Ability to learn and understand complexities of medical and insurance terminology.
- Ability to correlate and adapt to changes within insurance processes and eligibility verification.
- Ability to maintain confidentiality of patient information.
- Strong interpersonal and communication skills (verbal and written).
- Detail-oriented paying specific attention to accuracy.
- Strong PC, and data entry skills with a minimum typing speed of 35 wpm.

PHYSICAL DEMANDS

Work may require sitting and/or standing for long periods of time; also stooping, bending and stretching for files and supplies. Occasionally lifting files or paper weighing up to 30 pounds. Requires manual dexterity sufficient to operate a keyboard, calculator, telephone, copier and such other office equipment as necessary. It is necessary to view and type on computer screens for long periods and work in an environment which can be very stressful.

CREDENTIALS DESIRED

Must have a high school diploma or equivalent education and one year of prior work experience in a medical office.