

Claims Representative

Created/Modified: July 28, 2019

Reports to: Supervising Attorney

Classification: Non-Exempt

This position is responsible for contacting patients and insurance companies to gather information to expedite the claims process. This position is also responsible for entering information into the computer system.

Essential Functions:

- Making outbound calls and receiving inbound calls from patients and insurance companies daily.
- Investigate and process insurance claims filed by patients.
- Interview claimant to gather pertinent information.
- Enter data/information gathered into the computer
- Handle and process a variety of claims including automobile, worker's compensation and general liability insurance claims.
- Verify that coverage applies through an insurance policy.
- Evaluate all information to determine how a claim should be handled.
- Technology based testing participation.
- Regular and timely attendance.
- Other duties as assigned.

Qualifications:

Education:

High School diploma required; Associate's degree preferred.

Experience:

1 year's experience in healthcare, legal, and/or insurance claims is preferred.

Skills:

- Excellent customer service
- Data entry
- Attention to detail
- Ability to produce results in fast-paced environment
- Organizational skills are required.
- Time management and the ability to prioritize tasks.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit, must have finger dexterity, and the ability to communicate via telephone and computer. The employee must occasionally stand, walk, lift and/or move up to 10 pounds. While performing the duties of this job, the employee is also regularly required to talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

This job is performed indoors in a controlled environment where the noise level is usually moderate. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets, and scanners.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: _____ Date: _____

Witness: _____ Date: _____