



Heart of Ohio Family Health Centers
Job Description
Eligibility Specialist

Summary: This position supports the Organization in the following manner:

- ✓ Responsible for all aspects of patient insurance verification. The Eligibility Specialist will perform a detailed review of the patients account and determine if patient is a candidate for Financial Assistance.
- ✓ Assist the finance and front desk team on insurance verification and eligibility processes.
- ✓ Assist in reducing eligibility denials and increasing revenue for the organization.

Reports to: Revenue Cycle Manager

Supervises: N/A

Dress Requirement: Business casual in accordance to Heart of Ohio Family Health Center's dress code policy

Work Schedule: F/T

Monday through Friday during standard business hours

Times are subject to change due to business necessity

Exempt

Non-Exempt

Job Duties, these are considered essential to the successful performance of this position:

- ✓ Review and perform insurance verification for all scheduled appointments via automatic eligibility tools, online insurance web portals, and/or insurance phone calls.
- ✓ Update patient accounts with appropriate insurance information and review accounts for outstanding claim denials due to eligibility.
- ✓ Assists the front desk and billing teams in answering and reviewing eligibility questions and issues.
- ✓ Assist PCR's with performing presumptive eligibility for patients that have no insurance and meet income requirements based on Medicaid guidelines.

- ✓ Assists with Eligibility and Registration audits as assigned to measure overall productivity and performance in accordance with the guidelines established HOFHC training manuals and manager.
- ✓ Able to interact with both internal and external customers, on a basic and administrative level with professional courtesy and advanced customer service skills.
- ✓ Other duties as assigned (non-essential)

Job Qualifications (Experience, Knowledge, Skills and Abilities)

- ✓ A minimum of two (2) years of experience working in a medical practice, FQHC Preferred
 - ✓ Ability to understand and read eligibility and benefits information from payer websites
 - ✓ Experience in using insurance websites and calling insurance representatives
 - ✓ Proficient in Microsoft Office applications, including excel, charts, graphs, and power point
 - ✓ Ability to communicate effectively in writing and verbally
 - ✓ Ability to establish and maintain cooperative working relationships with patients, third party resources, co-workers, and management
 - ✓ Able to follow complex instructions and procedures, pay close attention to details, and organize work in a systematic and efficient fashion
 - ✓ Proficient with PHI rules and HIPAA regulations
 - ✓ Ability to read, interpret, and apply policies and procedures
 - ✓ Ability to establish priorities and coordinate work activities
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Adheres to HOFHC’s Guiding Principles:

Communication, Teamwork, Attitude, Diversity and Service

Equipment Operated:

Telephone	Computer	Printer
Fax machine	Copier	Scanner
Calulator	Other office equipment as assigned	

Facility Environment:

Heart of Ohio Family Health Centers operates in three locations, 882 S. Hamilton Rd, Columbus, Ohio 43213 and 2365 Innis Rd, Columbus, Ohio 43224 and 5560 Chantry Drive Columbus, Ohio 43224. All facilities have a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. All facilities are on the main ground floor and ADA compliant.

This position’s primary work area is in an office within our facility

The office area is:

- kept at a normal working temperature
- sanitized daily
- maintains standard office environment furniture with adjustable chairs
- maintains standard office equipment; i.e., computer, copier, fax machine, etc. at a normal working height

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person’s voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual



Indicate Frequency of Factors that Contribute to this Position:

<i>Factor</i>	<i>Frequency, 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed</i>
Normal, steady work pace	2
Randomly changing work pace	1
Fast, sometimes chaotic work pace	2
Independent decisions made without supervision	2
Exposure to trauma, grief, death, etc.	0
Exposure to disease or bacteria	1, working closely with patient
Handles closed containers or vials of patients’ bodily fluids or tissues	0

Required to wear safety clothing or equipment	0
Handles money (cash, checks or credit cards)	0
Interacts personally with public	2
Interacts with public via the telephone, letter, or other non-face-to-face measure	2

I have read this job description and understand the duties and tasks I am to perform regarding my employment. I understand the responsibility that is given to me in maintaining accurate records, superior customer service, confidentiality and the confidence that is entrusted to me. I understand that failure to accurately perform the tasks in a superior manner or exercise the duties as stated above will subject me to disciplinary action, up to and/or including termination of employment. I understand that I can seek clarity of duty or responsibility at any time from my manager or Human Resources. I understand this job description is not a contract of employment and my employment is *at will*.

Signature

Date