

PATIENT ADVOCATE

TITLE: PATIENT ADVOCATE

JOB NO:

REPORTS TO: BILLING MANAGER

NON-EXEMPT

SCOPE:

Under minimal supervision, the Patient Advocate is responsible for insurance and eligibility verifications and assessment of financial requirements of recommended treatment. Treatment including, but not limited to, chemotherapy, surgery, radiation therapy, office visits, counseling, nutrition, and other cancer-related therapy. The Patient Advocate counsels the patient on insurance benefits and co-payments and obtains pre-authorization when applicable. This position is in constant communication with patients, physicians, nursing staff, and third-party payers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs insurance verification with all third-party payers. Obtains initial and subsequent pre-authorization for recommended services on all new patients and internal referrals.
- Ensures all demographic, insurance, and patient eligibility information is obtained, current, and entered into the electronic medical record (EMR) in an accurate and timely manner.
- Re-verifies benefits and obtains authorization and/or referral after treatment plan has been discussed prior to the initiation of treatment. Ensures appropriate signatures are obtained on all necessary forms including, but not limited, AOB, insurance verification, and treatment pathway.
- Communicates to the treatment team any anticipated issues with coverage that may impact the sequencing and timeliness of care.
- Utilizes the Summary of Patient Reimbursement and Liability form and obtains appropriate approvals as required.
- Performs financial counseling process on all patients prior to treatment, which includes outlining and explaining financial obligations and billing process and establishing payment arrangements with the patients as necessary for the planned treatment and or procedures.
- Documents financial counseling process and discussions in the EMR and forwards necessary documentation to the central business office.
- Assists patients in obtaining financial assistance (i.e., Medicaid, drug replacement) outside assistance (i.e., transportation, other community services as indicated) and assists patient to fill out forms as necessary relative to financial liability and estimated treatment costs
- Demonstrates an understanding of the need for patient confidentiality to protect the patient and the clinic corporation. Follows all necessary HIPAA regulations to protect patient information.
- Follows policies and procedures to contribute to the efficiency of the front office. Assists with other front office functions as requested.

FINANCIAL ADVOCACY NETWORK

MINIMUM QUALIFICATIONS:

FORMAL EDUCATION AND CERTIFICATION

- High school diploma or equivalent.
- Associate's degree in health sciences and/ or medical records certificate program preferred.
- Minimum five years medical business office experience with insurance procedures and patient interaction necessary.

KNOWLEDGE AND EXPERIENCE

- Working knowledge of healthcare insurance, particularly Medicare and Medicaid.
- Strong knowledge of diagnostic (ICD-9), procedural (CPT) coding and cancer terminology
- Basic Microsoft office computer skills including word processing and Outlook.
- Familiarity with basic functions of an EMR.

PERSONAL ATTRIBUTES

- Strong written, oral, and interpersonal communication skills.
- Organizational and problem-solving skills also necessary.
- Highly self-motivated, self-directed, and attentive to detail.
- Able to prioritize and execute tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sitting for long periods of time.
- 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 other office equipment.
- Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contacts.
- Must be able to view and type on computer screens for prolonged periods of time.

FINANCIAL
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WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in an office environment. Involves frequent interaction with staff, patients, and the public.

Employee Signature Date

Date