

FINANCIAL ADVOCACY NETWORK

PATIENT FINANCIAL COUNSELOR

JOB TITLE: PATIENT FINANCIAL COUNSELOR

DEPARTMENT: MEDICAL ONCOLOGY REPORTS

REPORT TO: DIRECTOR - ONCOLOGY SERVICES

WORK SCHEDULE: PART TIME - 3 days a week 8:00am-5:00pm; must be flexible to allow for vacation coverage; no weekends, no overtime, no travel

JOB SUMMARY:

To initiate and coordinate pre-certification and prior authorization for patients with their insurance carrier, to provide financial counseling to patients, and to work closely with the business office to ensure timely claim and account follow up.

PRIMARY JOB DUTIES:

- Coordinate with the patient, physician, insurance company, and hospital on the complete pre-certification process, including second opinions and tertiary referrals.
- Make and answer telephone calls from patients and insurance companies regarding the pre-certification process.
- Process additional information requests and coordinate with the insurance biller on requests for letters of medical necessity from and to insurance companies.
- Receive and process insurance information and forms from patients and insurance companies.
- Review provider and chemotherapy schedules, checking patients' accounts for outstanding insurance claims over 60 days and communicating with the biller to request additional claim follow up.
- Review patient chemotherapy protocols and determine insurance benefits and patient responsibility.
- Establish payment arrangements with the patient and document appropriately in the practice management system.
- Discuss payment arrangements with patients for outstanding patient balances.
- Process oral medication prescriptions for potential office dispensing.
- Work with pharmaceutical companies and other resources to obtain grants and financial aid for patients in need.
- Perform other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED); or six months to one year related experience and/or training, including customer service; or equivalent combination of education and experience; medical terminology, medical insurance experience preferred

CERTIFICATES, LICENSES, REGISTRATIONS:

None required.

LANGUAGE SKILLS:

Ability to read and interpret basic business correspondence, safety instructions, operating instructions, and policy manuals. Ability to write routine business correspondence. Ability to speak effectively and communicate with physicians, patients, and other staff members.

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 talk

and hear. The employee must occasionally stand and walk and lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

OTHER SKILLS AND ABILITIES:

Basic keyboard skills and computer knowledge; Good communication skills; Good telephone skills, including use of multi-line phone; Professional demeanor and attitude; Ability to work effectively with others. Medical terminology helpful.

WORK ENVIRONMENT:

This job is performed indoors in a controlled environment where the noise level is usually moderate. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.