

Job Title:	Verification Specialist	Job Status:	Non-Exempt
Reports To:	Business Services Coordinator	Pay Grade:	
Department:	Business Office	Department Code:	300
Location:	Fresno		

### JOB SUMMARY

Verification Specialist is responsible for obtaining insurance authorizations and verification of eligibility for all patient clinic appointments prior to the date of visit; done by utilizing interface systems, placing telephone calls to various insurances and/or physician offices, and utilizing Internet applications for both Vision and Medical referrals/authorizations. Perform other tasks as assigned.

### ESSENTIAL ACCOUNTABILITIES *(other duties may be assigned)*

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.

- All employees of EYE-Q shall provide exemplary care to our patients, demonstrate respect and dignity toward all members of the EYE-Q community, honor our patients right to privacy, comply with all applicable laws, avoid conflicts of Interest and conduct all business practices with honesty and integrity.
- Adheres to all company policies and procedures.
- Fosters and contribute to a company culture consistent with the organizations value.
- Reliable, consistent attendance is a requirement and essential function of all positions at Eye-Q.
- Follows facility and departmental policies and procedures.
- Demonstrates cooperation with co-workers, patients, and staff.
- Generates Appointment Reports on a daily basis. Determines which appointments require authorization and/or referral.
- Accesses interface programs, places telephone calls to insurance/health plan/payor for benefit and eligibility information, and/or utilizes Internet sites to perform said procedures.
- Documents patient authorizations and benefit data in Practice Mgmt System.
- Contacts Primary Care Physician for referrals and/or authorization for those payors which require such an authorization.
- Identifies and obtains proper benefits for all patients added to the schedule.
- Adds comments and/or instructions in System for Front Desk and Optical staff.
- Maintains a goal of 5 days in advance of patient encounter for all authorization and/or benefit verification.
- Advises Coordinator of problems relating to authorizations and/or referrals, as well as trends that pertain to certain payors.
- Adheres to HIPAA regulations concerning patient privacy and confidentiality.
- Other duties as assigned.

### MINIMUM KNOWLEDGE AND SKILL REQUIREMENTS

#### KNOWLEDGE OF:

- None

#### SKILLS IN:

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Electronic data entry.
- Use of computers and calculators.
- Record-keeping and basic accounting.
- Extensive use of computer terminals and monitors.
- Ability to manage stress and remain composed in a fast paced, high stress environment.
- Ability to concentrate, retain information and remained focused throughout the work day.
- Ability to hear in person and over the phone in various settings.

### EXPERIENCE AND EDUCATION

#### MINIMUM REQUIRED:

- High school diploma or general education degree (GED); six months to one year related experience and/or technical school training; or equivalent combination of education and experience.

#### PREFERRED:

- Bachelor's degree from four-year college or university; or one to two years' related experience and/or training; or equivalent combination of education and experience.

### LICENSES/CERTIFICATIONS

#### MINIMUM REQUIRED:

- None

#### PREFERRED:

- None

### SUPERVISORY RESPONSIBILITIES

None

### PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

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. Employee must possess manual dexterity for typing on the computer keyboard, vision required to view computer monitor, read number and printed material, mobility sufficient to reach lift and transport file and other work material to work areas and ability to sit for long periods of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel, and talk or hear. The employee frequently is required to walk and reach with hands and arms.

	Occasionally (<25%)	Regularly (25%-50%)	Frequently (>50%)
Sitting			X
Standing	X		
Walking	X		
Climbing	X		
Reaching	X		
Bending/Twisting	X		
Kneeling/Squatting	X		
Crawling	X		

### WEIGHT REQUIREMENTS

	Lifting	Carrying	Pushing/Pulling
< 10 lbs.	O	O	O
11-25 lbs.			
26-50 lbs.			
51-75 lbs.			
> 100 lbs.			

(N) Never = 0% of time

(O) Occasionally = less than 25% of time

(R) Regularly = 25%-50% of time

(F) Frequently = greater than 50% of time

### ENVIRONMENTAL CONDITIONS

Significant Exposure to:	Yes/No
Hazardous Equipment	No
Dust	No
Fumes	No
Noise	No
Extreme Heat/Cold	No
Heights	No
Chemicals	No
Hospital Waste/Sewage	No

### SPECIAL NEEDS

Motion:	Left/Right/Both/NA
Power Hand Usage	
Repetitive Hand Motion	Yes
Power Foot Usage	

Repetitive Foot Motion

**EMPLOYEE ACKNOWLEDGMENT**

I have received a copy of the position description and have read and understand the contents.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date