



EYE-Q VISION CARE Job Announcement

Verification Specialist

EYE-Q Vision Care, a Fresno leading comprehensive eye care provider since 1956, is seeking a full-time Verification Specialist to join its dynamic team. A 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.

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 the following.
- Documents patient authorizations and benefit data in Practice Management 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 Scheduling staff.
- Maintains a goal of 5 days in advance of patient encounter for all authorization and/or benefit verification for expected appointments.
- Contacts patients for discrepancies regarding insurance policy ID's or eligibility.
- Facilitates authorizations and imaging appointments for outpatient referrals per doctor's request.
- 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:

- Electronic data entry.
- Use of computers and calculators.
- Record-keeping and basic accounting.
- Extensive use of computer terminals and monitors, computer programs such as Microsoft Excel, internet, e-mail, and electronic health record.
- 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.
- 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.

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.
- Bilingual (English/Spanish)
- NextGen Knowledge
- 1 year insurance verification or related experience preferred

Job Type: Full-time

If you are interested in applying for this position, please submit a cover letter and a copy of your resume to careers@eyeqvc.com.