

JOB DESCRIPTION

Job Title: Benefits Specialist

Department: Managed Care Operations

Reports to: Supervisor

Status: Non-Exempt

Date: November 2022

Position Summary: Responsible to act as liaison between various departments such as UM, Claims, Eligibility, and health plans by maintaining benefits in the system. Adds, maintains, updates and inputs fee schedules, financial responsibility and benefits information into the system. Ability to audit claims to ensure benefits are processed correctly. Knowledgeable of the DOFR.

Essential Functions:

- Regular and predictable on-site attendance.
- Input and update benefits for all health plans and all IPA's line of business.
- Provides daily oversight of benefits.
- Coordinates documents and develops projects. Assists and supports different department inquiry with emails, answering phone calls and call health plans to verify information.
- Develops and implements data integrity initiatives for all support system configuration including fee schedules, benefits and any other areas that supports the effective operation of internal systems.
- Communicates, monitors and audits processes and procedures necessary to achieve strategic objectives.
- Ensure all systems are reliable, responsive, and support the needs of all lines of business.
- Extract clinical information from variety of medical records and to assign appropriate ICD 10 code/ CPT codes.
- Knowledge of Commercial, Medi-Cal, Medicare and CMS regulation and guideline, abstracting of inpatient records including assigning ICD-10 and CPT codes classification system.
- Communicate and document findings back to provider offices as well as internally.
- Knowledgeable of health plan web sites to obtain benefits information for members.
- Able to contact health plans by phone to verify members' benefits.
- Understand to check eligibility at the same time while verifying benefits..
- Assists and supports the eligibility department.
- Answering daily email queue.
- Complete timecard and other required documents for accurate payroll processing.
- Follow safety rules when performing all tasks.

Knowledge, Skills, and Abilities:

- **English Language** – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Computers and Electronics** – Knowledge of electronic equipment and computer hardware and software, including applications and programming.

- **Active Listening** – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension** – Understanding written sentences and paragraphs in work-related documents.
- **Monitoring** – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Near Vision** – The ability to see details at close range (within a few feet of the observer).
- **Oral Comprehension** – The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** – The ability to communicate information and ideas in speaking, so others will understand.
- **Written Comprehension** – The ability to read and understand information and ideas presented in writing.
- **Deductive Reasoning** – The ability to apply general rules to specific problems to produce answers that make sense.
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Education and Experience:

- Minimum of BA/BS degree from four-year College or university.
- ICD-10CM, CPT, and HCPCS coding.
- One (1) – two (2) years related experience and/or training, or equivalent combination of education and experience.
- Must have been actively engaged in work as a Medical Biller for a minimum of two (2) years.

Work Activities, Styles, and Requirements:

- **Getting Information** - Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Documenting/Recording Information** - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Monitor Processes, Materials, Or Surroundings** – Monitoring and reviewing information from data to detect or assess problems.
- **Communicating with Supervisors, Peers, or Subordinates** – Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Attention to Detail** – Job requires being careful about detail and thorough in completing work tasks.
- **Integrity** – Job requires being honest and ethical.
- **Cooperation** – Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- **Adaptability/Flexibility** – Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- **Dependability** – Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Schedule** - A 40-hour work week will be considered normal.
- **Environment** – Indoor with typical office environment approximately 100% of the time. Required to

move (walk or drive) from one work location to another.

Physical Demands:

- Ability to walk, sit, stand, stoop, kneel, squat, push, pull, crouch, climb stairs, talk and hear.
- Regularly required to use hands to finger, handle or feel objects, tools or controls, repetitive grasping and fine manipulation.
- Ability to lift up to 75 pounds occasionally, and/or up to 50 pounds of force frequently with bending/squatting and occasional sitting or climbing stairs.
- A 40 hour work week will be considered normal. Extra hours, working non-scheduled hours and extra work days may be required to accommodate changing schedules, new projects, product development and other special situations.
- Mobility in a variety of work locations.
- Ability to walk, sit, stand, stoop, crouch and climb stairs.
- Ability to lift up to 10 pounds.

Compensation and Benefits:

- Pay is based on experience.
- Medical, Dental, Vision, Life Insurance, and supplemental benefits through Aflac.
- 401 (k) and Employer Sponsored Profit Sharing Plan.

Changes: This job description will be updated if duties and responsibilities change significantly. Job functions are subject to modification based on business necessity.

ADA/FEHA: The Company will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act.

EEO: The Company is an equal employment opportunity employer.

Certification:

By signing below, I hereby acknowledge receipt of this job description. I have been allowed to ask – and have received answers – to any questions I had regarding the job description. I fully understand this job description. I understand that my employer may revise this job description, at its sole discretion, at any time. Furthermore, I also understand that my employer may assign additional job duties as needed.

I certify that I am fully qualified to perform the position described and can, with or without reasonable accommodation, perform the essential functions of the position.

If applicable, please list any accommodations that would be necessary to enable you to perform the essential functions of the position: _____

I understand that employment with the Company is considered "at-will". Neither I, nor the Company, is committed to continuing the employment relationship for any specific term. Either I, or the Company, may terminate the employment relationship at any time, with or without cause and with or without notice.

For an employee who is currently performing the job, please initial below:

_____ I have reviewed the job description for my position and it accurately reflects at least 95% of the work I do on a daily basis.

_____ This job description should contain the following job responsibilities to be an accurate reflection of my daily or weekly job responsibilities: _____

Signature

Date

Printed Name