



JOB DESCRIPTION IDAHO ELKS REHABILITATION HOSPITAL

JOB TITLE	Insurance Verification Representative	WORK SCHEDULE	full time, 40 hrs/wk
DEPARTMENT	Business Office	REPORTING STAFF	none
SUPERVISOR	Financial Supervisor	POSITION NUMBER	4004

August 2003

This document reflects Idaho Elks Rehabilitation Hospital's best effort to describe the essential functions and essential qualifications of the position described. Nothing in this document is intended to exclude the opportunity for modifications or adjustment to the job or the manner of performing it consistent with the requirements to provide reasonable accommodation to the disabled. **With or without accommodation the essential functions must be performed.** Should you be unable to accomplish any function you may request reasonable accommodation pursuant to the American's with Disabilities Act and the Idaho Human Rights Act. If you are selected for an interview, you should present your request for reasonable accommodation accompanied by a description of how you propose to perform the essential functions.

The content of this document is not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

If you have any questions regarding this information, please contact the Employee Services Office.

IERH Core Values - the performance of **all** members of the Idaho Elks Rehabilitation Hospital team is based on the following requirements:

INTEGRITY - Demonstrate our ethics by telling the truth, keeping commitments, and having the courage to always do the right thing. We respect the privacy, property, and choices of everyone.

EXCELLENCE - Work as a team and support each other to help our patients achieve the best outcomes.

RESOURCEFULNESS - Challenge ourselves to provide the best care and treatment for our patients, creating new ways to reach goals through improved techniques, flexible management, and the efficient use of resources.

HUMANITY - Provide compassionate care for all who are in need of our services regardless of race, gender, national origin, religion, or ability to pay.

POSITION STATEMENT - Describes the general, overall purpose of the position.

Ensures complete, accurate, and timely verification of insurance benefits for outpatient registrations; assists admissions nurse with completion of insurance benefit verification for inpatient admissions.

ESSENTIAL QUALIFICATIONS - Requirements an individual must meet in order to be eligible for the position, including knowledge, skills, education, experience, and certification/registration/licensure.

- High school diploma or equivalent.
- 2+ years admission and/or billing operations experience.
- Working knowledge of insurance and hospital billing procedures.
- Familiarity with medical terminology.
- Proficient negotiation and problem solving skills, and the ability to handle multiple tasks in a fast-paced work environment.
- Effective oral and written communication skills.

NON-ESSENTIAL QUALIFICATIONS - Attributes that will enhance an individual's chance for success in the position.

- Experience working in a hospital setting.

ESSENTIAL JOB FUNCTIONS - Fundamental job duties that are essential because (1) the position exists to perform the function, (2) the number of employees available to perform the function is limited, or (3) the function is so highly specialized that the person is hired for his or her expertise or ability to perform the function.

- (22%) Obtains necessary information to initiate the insurance verification process.
- (20%) Contacts insurance companies to verify coverage, limits, etc. as directed by policy.
- (20%) Initiates tracking forms for outpatients based on patient benefits available.
- (15%) Obtains reports and treatment notes when needed for insurance authorization and payment.
- (9%) Assists with outpatient registrations and/or inpatient admissions when needed.
- (6%) Prepares daily productivity report and submits it to the business office manager.
- (4%) Assists in the preparation of policies and procedures manuals for benefits verification.
- (2%) Expands knowledge of insurance benefits and program changes related to Medicare, Medicaid, and commercial carriers by reviewing literature, attending seminars, and taking advantage of continuing education opportunities.
- (1%) Performs light receptionist duties for the business office as needed.
- (1%) Performs additional duties deemed necessary to the position and its function.

IMPORTANT INFORMATION: The following three sections on physical requirements, environmental factors, and typical manner of accomplishing essential job functions, describes the anticipated typical means of accomplishing the essential functions of the job. Should you be unable to accomplish any function, or to perform in the manner described, you may request reasonable accommodation pursuant to the Americans with Disabilities Act and the Idaho Human Rights Act. Your request for reasonable accommodation may be made to the department manager or the Human Resource representative and needs to be accompanied by a description of how you propose to perform the essential function(s).

PHYSICAL REQUIREMENTS: In an average day the employee may be required to:

Activity	Not Required	Occasionally (1% - 33%)	Frequently (34% - 66%)	Continuously (67% - 100%)
Bend			x	
Squat			x	
Kneel		x		
Climb/Balance		x		
Push/Pull		x		
Reach Above Shoulder Level			x	
Lift From High/Low Position			x	

Explain:

	Not Required	Simple Grasping (Example: Writing)	Pushing/Pulling	Fine Manipulation (Example: Typing)
Repetitive Use Of Hands (Description Required):		Writing		Keyboarding, Filing

	Speech	Vision	Taste	Smell	Hearing
Sensory Requirements (Description Required):	Giving instructions and other verbal communications, verifying benefits	Alpha/Numeric filing			Receiving instructions and other verbal communications, frequently communicating by telephone

ENVIRONMENTAL FACTORS: The employee can expect to encounter the following conditions:

Amount of Time Spent Inside: 100%			Amount of Time Spent Outside: 0%		
Temperature:	Normal Range: x	Extreme Cold:	Extreme Heat:	Extreme Temperature Changes:	
	Comments:				
Humidity:	Wet/Humid:		Dry:	Normal Range: x	
	Comments:				
Atmosphere Conditions: NA	Fumes:	Odors:	Dusts:	Mists:	Gases:
	Poor Ventilation:	Comments:			
Hazards: NA	Mechanical:	Electrical:	Burns:	Explosives:	Radiation:
	Other:	Comments:			
Respiratory and/or Skin Irritants: NA Comments:		Requires protective clothing or personal devices: NA Comments:			
Stress due to: Work load, variation of duties	Staffing requirements; working holidays, weekends, varied shifts: Rarely		Supporting sick and dying patients and their families: NA		Work load: Moderate-Heavy
Is there potential exposure to blood and body fluid?: No	Exposure will be --	<input type="checkbox"/> High - Routine exposure or potential	<input type="checkbox"/> Medium - No routine exposure, but may be required as condition of employment	<input checked="" type="checkbox"/> Low - No exposure, no requirement to be exposed as a condition of employment	

Typical Manner of Accomplishing Essential Functions

Average work hours per day: 8		Shift: 8:00 a.m.-4:30 p.m.			
The job allows the employee to vary physical position or activity for comfort: Yes		Explain: Duties can be varied to accommodate comfort level			
In a normal work day, the employee may be required to: (= 8 hours total)	Sit: Not Required: Hours: 6	Stand: Not Required: Hours: 0.5	Walk: Not Required: Hours: 0.5	Combination Standing and Walking: Not Required: Hours: 1	
Maximum consecutive time (minutes/hours) required for each activity.		Sitting: 6	Standing: 1	Walking: 1	
In terms of a(n) hour work day the weight to be lifted is:	Not Required	Occasionally 1% - 33%	Frequently 34% - 66%	Continuously 67% - 100%	
Up to 10 lbs.			x		
11 to 25 lbs.		x			
26 to 35 lbs.	x				
36 to 45 lbs.	x				
46 to 55 lbs.	x				
56 to 75 lbs.	x				
76 to 100 lbs.	x				
Explain:					