

## Insurance/Scheduler Specialist

NNH is looking for a full-time, energetic employee who is friendly and professional to verify insurance, submit pre-authorization requests for services, and schedule appointments in our bustling multi-disciplinary clinic. The ideal candidate will have experience gathering insurance benefits and relating that information to providers and clients. They will truly care about the client, have a strong attention to detail, be punctual, efficient, ethical, and will enjoy our fun yet professional workplace. Bilingual is a plus! Position is full-time (M-F: 8am-5pm), \$13.00 - \$16.00 per hour. Pay will be determined by experience with 80 hours PTO after 90 days and several paid federal holidays annually. No insurance benefits are available.

### Duties/Responsibilities:

- Call all prospective clients interested in our services based on referrals received, send out new patient paperwork packets for them to complete, schedule appointments.
- Verify insurance benefits and explain to clients their coverage.
- Relay policy benefits to providers for billing purposes.
- Document client insurance benefits and prior-authorization information on the EMR system (BestNotes).
- Monitor required prior-authorizations for services and send out weekly reminders to providers to complete prior-authorization requests.
- Review daily schedule for each provider. Update appointment notes regarding copays, authorizations required, updated paperwork/consents, etc.
- Protect clients' rights by maintaining confidentiality of personal and financial information.
- Contribute to team effort by following policies and procedures.

### Skills/Qualifications:

- Experience with Insurance Verifications and Pre-Authorizations.
- Basic understanding of billing concerns associated with insurance policies.
- Multi-tasking, Flexibility, Telephone Skills, Typing, Filing, Faxing, Customer Service, Time Management, Organization, Attention to Detail, and Scheduling.
- Communicates in a positive, professional, and effective manner with providers, insurance companies and clients.
- Strong ability to tactfully handle confrontation with clients in a sensitive and compassionate manner. Compassion and Patience is a must!
- Must pass a mandatory criminal background check

If you are interested in joining our group, please email your resume to:  
[abonning@nnhidaho.com](mailto:abonning@nnhidaho.com)