

## Engagement Specialist

The *Engagement Specialist* works collaboratively with members of the administrative services team in order to bill insurance claims. The Engagement Specialist should be able to:

- Coordinate and communicate clearly and concisely both verbally and in writing with peers, management, & patients regarding the collection process
- Implement & track patient payment plans for delinquent accounts
- Communicate with all Administrative staff through bi-weekly meetings regarding where LCC stands on payment with providers and patients
- Work with insurance providers to expedite the collection process and ensure any pre-authorization requirements are met.
- Research discrepancies and debit memos to accurately process, issue and post credits/debits to customer accounts as necessary.
- Process manually or electronically and review insurance claim forms, verify information, make adjustments as needed and mail or electronically send to appropriate insurance companies.
- Answer patient inquiries regarding status of accounts and document conversation in appropriate patient records on computer or client file.
- Research and respond to all accounts receivable/billing inquiries in a prompt manner.
- Prepare and mail client statements monthly.
- Provide backup assistance for the Senior Insurance Claim Processor, Accounting Clerk, Intake Scheduler and Administrative Assistant.

### Qualifications

- Language Skills: Must be able to effectively communicate information and ideas in English both orally and in writing.
- Mathematical Skills: Ability to add, subtract, multiply and divide numbers and ability to calculate percentages.
- Physical Demands: Ability to lift a minimum of 25 pounds.
- Work Environment: Position requires travel between clinical sites and satellite clinic locations
- Other Skills Required: Must be proficient in using Windows Operating System as well as Microsoft Office applications and Electronic Medical Record (Microsoft Word, Excel, PowerPoint, Access and EMR system).
- Reasoning: Must be able to solve complex problems independently and demonstrate strong interpersonal skills.
- Ability to achieve and maintain status of “not disqualified” upon completion of criminal background studies.

**Experience:** Work or BA/BS Degree: 5 years (Required)

**Education:** Previous CPT billing experience preferred.

**Job Type:** Full-time

### Application Questions

- How many years of Administrative experience do you have?
- How many years of CPT Coding experience do you have?
- How many years of Heavy Lifting experience do you have?
- How many years of Microsoft Office experience do you have?
- How many years of Windows experience do you have?

To apply please send a resume and cover letter with interest to [rosterman@leecarlsoncenter.org](mailto:rosterman@leecarlsoncenter.org)



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For Mental Health & Well-Being

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