JOB DESCRIPTION AND EXPECTATIONS

JOB TITLE
Financial Insurance Coordinator

DEPARTMENT
Central Billing Department

STATUS
Non-Exempt

REPORT TO
Director of Clinic Operations

JOB SUMMARY
Will be responsible for the coordination of all billing and collection aspects of various insurance programs including: Group Insurance, Workers’ Compensation, Personal Injury, Managed Care and Medicare. Oversee and maintain all duties related to credentialing clinicians within the SCU Health System.

JOB RESPONSIBILITIES (QUANTIFY)

- Responsible for billing and collections for the SCU Health System for various insurance programs including: Workers’ Compensation, Personal Injury, Managed Care and Medicare.
- Interface with clinic staff and clinicians regarding pertinent patient and insurance information.
- Responsible for handling all credentialing aspects related to the SCU Health System.
- Input payments and handle deposit procedures daily or as needed.
- Process patient refunds and adjustments for reconciliation purposes weekly or as needed.
- Responsible for data entry and collections for Diagnostic Imaging accounts.
- Correspond with patients to assist with financial arrangements.
- Assist with daily mail pick-up and drop off along with distributing correspondence to appropriate handler.
- Follow-up and update bad address accounts in Visual Outcomes.
- Handle assigned medical record requests.
- Review assigned A/R accounts on a daily/weekly basis to ensure timely collections.
• Review SSI (clearinghouse) accounts daily to correct or eliminate errors for immediate validation and submission.
• Other duties as assigned.

Other Essential Job Functions

In addition to the job responsibilities described above, all employees of Southern California University of Health Sciences are responsible for the following essential job functions:

  o Getting along with co-workers
  o Cooperating with co-workers
  o Responding politely to customers/students/candidates
  o Working as a team member
  o Being able to think quickly and act appropriately in emergency situations
  o Functioning under intense time pressure
  o Working extra hours as required
  o Continuing to perform well under pressure

Expectations of SCU Staff and Faculty

The SCU President’s Cabinet has identified a set of values and attributes that are bare minimums for employment, those that are core to who we are as a university, and values we aspire to. Further identified are qualities and attributes desirable for employees in general, and faculty and staff members specifically. This is in harmony with principles found in The Advantage, by Patrick Lencioni.

SCU Core Values:
1. Transparency: Transparency implies openness, clear communication, respect, and accountability. Transparency is operating in such a way that it is easy for others to see what actions are performed. At SCU we believe that transparency leads to trust, improved problem solving, stronger unified teams, and enhanced productivity.
2. Grit: Grit is passion and perseverance toward long-term goals. A positive, non-cognitive trait based on an individual’s passion for a particular long-term goal coupled with a powerful motivation to achieve their respective objective. This perseverance of effort promotes the overcoming of obstacles or challenges that lie within a gritty individual’s path to accomplishment. At SCU, grit is “Sprinting the Marathon” we have engaged in to be successful and reach long-term sustainability in the ever-changing healthcare and higher education environment.
3. Sense of Humor: Having a sense of humor is about having a sense of perspective and using the ability to find the humor in situations to manage stress and creatively problem solve. At SCU, adding relevant and safe humor is about celebrating work, not trivializing it. By occasionally taking ourselves lightly, while still taking our jobs seriously, mixing humor in an appropriate manner will lead to improved workplace productivity and morale.

SCU Permission-to-Play Values:  
1) Respect
2) Integrity

SCU Aspirational Values:  
1) Evidence based
2) Passion
3) Emotional intelligence
4) Team player
5) Accountability
6) Collegiality
7) Authenticity

**Common Profile Qualities:**
1) Customer service focused
2) Willing to invest in student/client success by fostering positive relations, guidance, and assistance
3) A belief that no task that improves the University is beneath us/servant leadership
4) Be an ambassador of the brand
5) Be a part of recruitment
6) Resource innovator

**Profile-Specific Qualities By Category:**

1.) **They promote positivity and teamwork**
   a. They actively work to build up teams and break down silos
   b. They actively work to be part of the solution
   c. They actively work to empower themselves and their teammates, working together in decision making processes

2.) **They see how they can affect the bigger picture**
   a. They understand how their role helps to build the future of integrative healthcare
   b. They pay attention to the details

**Other Qualifications:**

- **Education** - High School Graduate or equivalent; BS/BA Degree or equivalent work experience preferred.
- **Technical** - PC skills, Windows environment (Microsoft Word, Outlook and Excel); Telephone skills and experience with all other standard office equipment.
- **Abilities** – Work well with others and under pressure; strong communication and multi-tasking skills and excellent customer service with a sincere willingness to help others.

Revised: August 2015