



## **POSITION DESCRIPTION**

### **REGISTRATION & INSURANCE COORDINATOR**

Reports to: Patient Finance Supervisor    Position Status: Non-Exempt

Supervises: None

Effective Date: 6/5/23

### **GENERAL SUMMARY**

The Registration and Insurance Coordinator reports to the Patient Finance Supervisor and is responsible for maintaining patient registration and admission records for all NKC patients, including non-ESRD and visiting patients. This position is responsible for coordinating day-to-day activities with other Northwest Kidney Centers (NKC) personnel; processing patient registrations in the billing system, determining all current insurance and processing referrals, and obtaining authorizations for services. This position has ongoing interactions with the Financial Case Managers and works closely with the Clinical Services Coordinator, the NKC Billing Department, and the NKC Pharmacy.

### **DUTIES AND RESPONSIBILITIES**

1. Completes the full registration of all new patients, including End-Stage Renal Disease (ESRD), Acute, and Transient/Visitors.
2. Creates checklist for Financial Case Manager.
3. Verify insurance benefits via provider portals, One Health Portal, Medicare/Medicaid systems, within Ability system, or via phone calls directly to insurance as needed to verify 100% accuracy of coverage. This includes determining primary and secondary insurances for patients regarding coordination of benefits.
4. Obtains initial authorization and ongoing authorizations upon expiration, as required, for payment.
5. Verifies and updates new insurance and demographic information for existing patients.
6. When the Kidney Disease Program (KDP) supplies funds to NKC for payment of patient's insurance premiums, the NKC registration and insurance coordinator receives (Explanation of Benefits) EOB's directly and forwards those to the patients.
7. Requests & processes quarterly KDP patient insurance premiums.

8. Scans & indexes documents in the DocuWare electronic filing system.
9. Other duties as assigned.

### **EXTERNAL CONTACTS**

This position has contacts with individuals outside of NKC, including representatives from the Washington State Health Care Authority Kidney Disease Program, doctors' office support staff, and others. These contacts are required to facilitate the duties and responsibilities of this position.

### **CUSTOMER SERVICE STANDARDS**

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

### **JOB CONDITIONS**

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office environment. Operates a phone, computer, copier, 10-key, and other office equipment as required.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, and inspect technical documents.

Physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and up to 10 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

### **EDUCATION AND EXPERIENCE**

Requires an associate degree in healthcare administration or a business-related field, or the equivalent of two years' experience in a medical office

environment including experience with medical billing or registration, coordination of benefits and must have a strong working knowledge of Medicare and Medicaid entitlement programs. Dialysis related experience is preferred. Requires proficiency in Microsoft Office Suite products.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

## REVIEW AND APPROVAL

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| <small>DocuSigned by:</small><br><br><small>A2446028022E4B3...</small> | <u>6/15/2023</u> |
| Vice President of Finance/CFO   | Date             |

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| <small>DocuSigned by:</small><br><br><small>4C88012C2B2D4C7...</small> | <u>6/19/2023</u> |
| Vice President of Human Resources/CHRO  | Date             |