

POSITION DESCRIPTION

REGISTRATION AND INSURANCE COORDINATOR 2)
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Reports To: Patient Finance Supervisor

Position Status: Non-Exempt

Supervises: No One

Effective Date: __/01/2016

GENERAL SUMMARY

The Registration and Insurance Coordinator 2 is responsible to the Patient Finance Supervisor for maintaining the patient registration and admission records for all patients, including visitor and non-ESRD patients. This position is also responsible for maintaining current insurance and benefits information for billing purposes. This position is responsible for other duties as assigned to assist in obtaining, preserving and expanding coverage for services provided to patients of NKC. This position has ongoing interactions with Financial Case Managers in the Patient Finance Department and also works closely with the Patient Services Coordinator and the Clinical Services Coordinator as well as the NKC Billing, Pharmacy and Chronic Kidney Disease Departments, insurance companies, and state and federal agencies

DUTIES and RESPONSIBILITIES

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2. Responsible for preparing and submitting applications for Kidney Disease Program, American Kidney Fund and other premium assistance programs.
3. Responsible for preparing and submitting applications for Medicare, Medicaid, and other government funding programs.
4. Responsible for preparing and submitting applications for other assistance programs to facilitate payment of drug co-payments or other needs.
5. Determines patient eligibility for transportation services, and coordinates with social services as required.
6. Collaborates with other NKC departments on development of policies and procedures, systems development, documentation and maintenance
7. . Able to complete all Registration and Insurance Coordinator responsibilities
8. Participates in Renal Financial Resource Network meetings, as appropriate.
9. Participates in educational presentations provided by funding agencies
10. Performs other duties as assigned.

SUPERVISION and COORDINATION

The position does not supervise other persons. It is responsible for both internal and external communication including but not limited to NKC staff, patients, nephrologists, insurers, local, state and federal agencies and vendors.

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and operate in a Microsoft Windows environment in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in an office environment.
4. Must have experience in Microsoft Office Products including Access and the ability to use job-specific software.
5. Physical activities require the ability to see, talk, hear, stoop, crouch, reach, lift, fingering, grasping, and repetitive motions of hands, wrists and fingers.
6. The physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and lift/move objects weighing up to 10 pounds frequently.

7. The position requires visual acuity to read, inspect numbers on computer monitors and written materials. The position operates the phone, computer keyboard by touch, copier, fax machine, and other office equipment as required.
8. Work requires a high degree of organizational skill including the ability to prioritize and multi-task to get projects completed on time.
9. Must be able to work in a busy and frequently noisy environment with many distractions.

CUSTOMER SERVICE STANDARDS

All staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' 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.

EDUCATION and EXPERIENCE

The Registration and Insurance Coordinator 2 must meet all of the requirements of the RIC 1, and, in addition, should have the equivalent of four years of community college training in business and/or office procedures, or the equivalent of four years of experience in a medical office environment in a patient registration or billing position.

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