



## Flowonix Medical Position Description

<i>Date:</i>	7/29/20	<i>Incumbent</i>	
<i>Position Title</i>	Benefit Verification Specialist	<i>Reports to</i>	Sr. Director, Customer Care
<i>Department</i>	Customer Care	<i>Location</i>	Mount Olive, New Jersey

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### ***Accountability Objective:***

Responsible for providing support to the Reimbursement Team, sales personnel and customers which include: physicians, nurses, hospitals, ambulatory surgical centers, patients and payers in regards to the Prior Authorization program. The Benefit Verification Specialist is responsible for verifying public and private insurance benefits, network status and authorization requirements for providers utilizing the Prior Authorization program.

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### ***Essential Functions:***

- Manage intake and recording of prior authorization requests.
- Document case status, actions, and outcomes of prior authorization requests and complete Patient Verification Form.
- Build strong relationships with health provider staff and provide exceptional customer service/support.
- Work directly with public and private payers to verify patient benefits, provider and facility network status and determination of authorization requirements.
- Partner with the Reimbursement Team to provide input in the development of reimbursement tools for internal and external customers and implement processes.

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### ***Decision-Making Authority:***

None

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### ***Position Specifications:***

#### **1. Knowledge/Educational Requirements**

- Associates degree preferred.
- Health care environment with third party benefits verification experience required.
- Knowledge of and understanding of how to communicate information on health insurance, reimbursements, third party terms, medical terminology and coding including ICD-10 and CPT codes.

#### **2. Skills and Abilities**

- Must possess strong computer skills of Microsoft Excel, PowerPoint and Word with attention to detail and quality essential.



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- Outstanding verbal and written communication skills.
- Experience in providing timely information needed by others in the process and being a team player.
- Approachable, and dedicated to providing the highest quality of services.

### 3. Physical Demands/Work Environment

Perform primarily sedentary work. Operate standard office and computer equipment and spend a majority of work day communicating via phone, email and data entry.

#### Positions Supervised:

##### Direct Reports

None

##### Indirect Reports

None

#### Working Relationships:

##### 1. Internal Contacts

- Sales field, Regulatory, Quality, R&D personnel, Operations, Legal, Marketing and Cross-functional teams.

##### 2. External Contacts

- Health Care Providers
- Hospitals
- ASC's
- Payers (Government and private)
- Reimbursement Support
- Patients

#### Signatures:

Position Incumbent:

	_____	_____	_____
	Print Name	Signature	Date

Supervisor:

	Amber Melendez	_____	_____
	Print Name	Signature	Date

HR Department:

	Joanne Ervey	_____	_____
	Print Name	Signature	Date