



## **Billing Specialist**

### ***Job Description***

The primary purpose of the billing specialist position is to successfully oversee clients' accounts, collect balances, and uphold a high level of insurance expertise. The outcome is to help provide the bigger picture of satisfied new DTS families who experience important quality of life changes as a result of their therapy journey with DTS.

### **Responsibilities**

- Maintain a high level of care, grace, and professionalism when interacting with all inquiring DTS clients/families as well as DTS team members
- Ensure that all new clients/families have the best experience possible in all aspects of their therapy journey with DTS
- Educate parents on various insurance benefits and any possible additional fees.
- Answer and return incoming calls regarding billing questions in a caring and professional manner.
- Check multiple electronic verification systems to verify current health insurance coverage. This may include calling insurance companies to inquire about coverage.
- Obtain necessary authorizations from insurance carriers to initiate therapy services.
- Maintain a high level of insurance knowledge and capability to explain this to others.
- Reach out to insurance companies to address denied or unpaid claims.
- Create and submit appeals when necessary.
- Make calls to clients to discuss account balances or to potential clients to discuss bundle packages when necessary.
- Properly document insurance information in the necessary areas of clients' charts.
- Establish and maintain a high degree of awareness and knowledge of therapy services' workflows including evaluations, camp and holiday scheduling, groups, back to school screenings, and traditional therapy appointments.
- Help maximize provider's schedules by recognizing when clients can add additional services at little or no extra cost.
- Comply with the policies and procedures of DTS.
- Perform clerical work such as filing, copying, and faxing.
- Participate in any task that is in-line with the mission of DTS.

### **Requirements and skills**

- Proven work experience as a billing specialist, insurance coordinator, or accounts receivable.
- Strong ability to start and foster relationships.
- Result-oriented
- Knowledge of insurance benefits

- (Minimum) A high school diploma required
- Strong affinity for customer service
- Working knowledge of office management and filing systems
- Excellent organizational and time-management skills
- Possesses the ability to adjust to a busy work environment
- Enjoy working with families and children
- Positive outlook
- Enjoy helping others

### **Competencies**

- Customer service skills
- Insurance skills
- Interpersonal skills
- Confidentiality
- Google Suite
- Punctuality
- Raintree EMR
- Jotform