



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 goal is to contribute to the overall experience of new DTS families, helping ensure they feel supported and satisfied as they achieve meaningful improvements in their quality of life through their therapy journey.

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 accurately explain information to others.
- Reach out to insurance companies to address denied or unpaid claims.
- Create and submit appeals when necessary.
- Contact current clients regarding account balances and reach out to potential clients to discuss available bundle packages, as needed.
- Properly document insurance information in clients' charts.
- Establish and maintain a high degree of awareness and knowledge of therapy services' workflows to include 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 aligns with the mission of DTS.

Requirements and skills

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

- Knowledge of insurance benefits.
- Minimum requirement: High school diploma.
- 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