



**POSITION:** Claims Resolution Representative

**DEPARTMENT:** Billing

**REPORTS TO:** Billing Manager

**JOB SUMMARY:** Responsible for follow-up on outstanding claims, researching claim denials, composing and submitting appeals, and handling any necessary claim correspondence necessary to have a claim paid.

**EDUCATION AND EXPERIENCE:**

- High school diploma or equivalent
- Two years minimum experience in claims resolution required.
- Nextgen experience preferred.
- Knowledge of medical terminology and insurance.
- Ability to read and interpret payer remittance advice.

**ESSENTIAL SKILLS AND ABILITIES:**

- Ability to read and interpret payer remittance advice.
- Ability to navigate payer websites and upload documentation
- Understanding of medical terminology and coding
- Excellent follow-up and organizational skills
- Ability to navigate EMR to locate any needed documentation
- Knowledge in Microsoft Office (Word, Excel)

**RESPONSIBILITIES:**

- Complete assigned tasks to meet productivity requirements for claims resolution
- Stay current with insurance payer policies and state and federal regulations for claim submission and reimbursement.
- Examine any overpayments to determine if monies need to be returned to payer or patient
- Document all follow-up calls and research clearly in task notes.

*Kathleen Leone, MD, FACS*  
*Matej Polomsky, MD*

*Christopher Covington, DO*  
*Alan Oester, Jr, MD, FACS*

*Travis Jenkins, MD*  
*Melissa Shipley, MD, FAAP*

*Robert van der Vaart, MD*  
*Samantha Watson, MD*

*George Escaravage, MD, FACS*

- Compose appeal letters where needed and complete any payer forms required for submitting the appeals.
- Observance of all HIPAA guidelines and regulations, as well as rules governing PHI.
- Review all denials for patterns and trends
- Monitor and complete any in progress worklog tasks
- Monitor Ebridge for any payer correspondence or record requests.
- Work with clinical team to resolve and coding denials.
- All other duties as assigned

**PHYSICAL DEMANDS:**

- Must be able to talk on the phone to staff, leaders, physicians and patients.  
Must be able to work in different conditions (different noise levels, lighting levels, be able to stoop, bend, reach and lift up to 25lbs).