



INSURANCE ASSISTANT MANAGER

Opening in: **Melbourne, FL 32901**

Exempt

Reports to Operations Manager

Full time Insurance Assistant Manager specialist needed for a high energy, performance focused medical collection agency with a competitive compensation structure and an excellent benefits package. Ideal candidate should possess the following skills: 3-5 years Health Insurance experience, 1-2 years management experience. Self motivated individual with strong communication skills. Candidate must have a strong work ethic and a strong desire to achieve individual and team goals.

Responsible for managing the collections & follow up on patients account's through means of contacting insurance carriers, patients and attorneys.

Specific Job Skills:

Prefer and or require candidates display the following qualifications
Must be proficient in HIPAA, FDCPA & FCRA laws.

Candidates will be required to complete a FDCPA computer based training program with a minimum score of 40 during new hire orientation.

Display knowledge of medical collection & health insurance fundamentals.

Manage group of insurance collectors who review account information, including billing inquiries, insurance payment status, and status of the coding for the hospital visit.

Manage the process of correcting and resubmitting claims to insurance carriers for payment.

This role will be expected to develop a plan to increase monthly insurance collections from current levels.

Show an increase within the three month timeframe and/or create a backlog of insurance opportunities that is at least 10% above current levels.

Complete Insurance Training and acquire a detailed understanding of all MDS systems and terminology.

Study the MDS Operating Manual and insure that all processes and procedures are strictly followed.

Evaluate & train the current staff daily and provide recommendations for each employee to improve performance.

Conduct a detailed review of all insurance inventories to ensure they are all up to date. Establish an ongoing process to insure that inventories are always current.

Inspect and conduct audits on the insurance collectors to ensure that they are creating urgency, and following all Insurance processes on a daily basis.

Work daily with Insurance Support to ensure accounts are worked correctly and the proper follow up is given.

Correspond with Clients and On-sites to ensure information is gained in a timely manner.

Set a standard and maintain the number of accounts that the insurance collectors should bill per day.

Set a production standard and maintain the number of accounts the collectors work per day.

Education and/or Required Experience & Capabilities

Prefer a Minimum 3-5+years patient account insurance collections experience

1-2 years management experience in a business setting

High School Diploma required

Associates or Bachelors Degree preferred

Experience & proficient with Microsoft Office (Word & Excel)