

St. Joseph Center for Outpatient Surgery

JOB TITLE: SCHEDULER/INSURANCE SPECIALIST

JOB SUMMARY

Coordinates the scheduling of procedures, following Facility policy and standards, to meet the needs of the patient and physician. May perform responsibilities of pre-certifying insurance benefits and pre-estimating costs for upcoming procedures.

Reports To: Business Office Manager

Supervises: None

QUALIFICATIONS

High school diploma required

Experience in a fast-paced office required; experience in a surgical Facility preferred

Must have above-average attention to detail, organization, and efficiency skills

Requires excellent communication skills – verbal and written- and ability to use multiple computer programs at once to multi-task

Must work well within a team setting

Ability to sit for long periods and to perform desk and office activities.

OCCUPATIONAL EXPOSURE

Category III exposure to bloodborne pathogens and may encounter chemical hazards.

RESPONSIBILITIES:

1. Considers priorities and special needs when scheduling preoperative appointments and surgical procedures.
 - A. Schedules appointments and procedures according to policies on nursing and anesthesia staff availability, patient needs and physician's block time. Must accurately enter all patient demographic and procedure info.
 - B. Coordinates surgical preoperative appointment schedule with clinical preoperative activities.
 - C. Edits, adds to, and cancels procedures on schedule according to procedure and physician's time and staffing requirements. Identifies conflicts and adjusts schedule as needed.
 - D. Prepares surgery schedule for review by the Clinical Lead so that adjustments may be made as required.

 2. Verifies Insurance Benefits for Patients and generates Pre-procedure Estimates to comply with the No Surprise Billing Act.
 - A. Navigates several different insurance portals and websites to verify patients can be treated at
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our facility.

- B. Obtains prior authorizations and certifications to ensure specific procedures are approved by insurance and there are covered benefits.
- C. Uses the information provided to generate Pre-Estimates on services at our facility to give to the patient and other Revenue Cycle team members.

I have read the Scheduler/Insurance Specialist Job Description and understand the functions and objectives of the position at this Facility.

Employee's Signature

Date