



## Job Description

Apply at [lingraphica.com/careers](https://lingraphica.com/careers)

**Job Title:** Authorization Specialist

**Department:** Revenue Cycle Management

**Reports To:** Reimbursement Specialist – Payment Poster and Authorizations Manager

**Location:** Princeton, NJ or Remote

**Schedule:** 9:00 a.m. to 5:00 p.m., any time zone

**Travel:** 0-10%

### **Purpose:**

The Authorization Specialist's main function is to secure funding approvals for our customers, whether from private insurances, State funding, Medicare, or any other type of funding source. This position serves as the liaison between many other teams and provides excellent customer service to employees as well as customers using their knowledge of how insurance verifications, medical policies, and insurance requirements/guidelines work. The Authorization Specialist is also responsible for maintaining accurate records of policies and insurances for employees to view and reference as needed.

### **Essential Duties & Responsibilities:**

- Initiates prior authorizations, pre-determinations, and out-of-network gap exceptions.
- Initiates and follows through with authorization appeals.
- Follows up on all authorization requests in a timely manner and reports on progress to internal teams.
- Applies to and follows up on applications for funding through Government programs.
- Negotiates and obtains agreements with insurance companies for individual cases when necessary.
- Communicates internally and externally regarding authorizations, appeals, and exceptions.
- Assists in eligibility and benefits inquiries when necessary.
- Determines the authorization requirements of each health plan and keeps detailed records of the medical policies and requirements.
- Maintains accurate and complete documentation of all inquiries.
- Proactively communicates with team members regarding identified potential issues and concerns.
- Tracks patterns and trends of authorization issues from payers to eliminate future delays in authorization processing.
- Exhibits strong problem-solving skills through both verbal and written communications.
- Assists reimbursement team in authorization related corrections on rejected or denied claims.
- Answers in-bound calls and assists customers.
- Exercises the above with discretion and independent judgement.
- Performs other duties and works on special projects related to authorization.

cont.



## Job Description (cont.)

### Education & Experience:

- Bachelor's Degree or equivalent combination of education and experience
- Familiarity with revenue cycle and terminology.
- Experience with HubSpot, ADSC, and Change Healthcare.
- Experience with insurance portals such as NaviNet and Availity.
- Experience with DME/Home Medical Equipment.
- Experience with healthcare claims (e.g. authorization, billing, collections).

### Knowledge, Skills & Abilities:

- Experience with prior authorizations, pre-determinations, and out-of-network gap exceptions.
- Proficient understanding of healthcare provider environment.
- Excellent problem-solving skills and attention to detail.
- Excellent customer service skills and professionalism.
- Ability to comfortably interface with various users across the organization.
- Proficiency with MS Outlook, Word, Excel, Adobe.
- Knowledge of insurance requirements regarding face-to-face documentation.

### Work Environment & Physical Demands:

In-office: Work environment is that of a typical office environment. Noise level is low to moderate.

Remote: Incumbent works from home and is expected to maintain a safe, productive work environment with secure internet access.

Must be able to operate a computer with or without reasonable accommodation.

### Travel:

May work remotely from home. Travel to the Princeton, NJ office may be required on occasion, up to 1 – 4x/year. (On hold due to COVID)

### Accommodations:

To perform this job successfully, an individual must be able to perform each essential duty and physical demand satisfactorily. The requirements listed above are representative of the knowledge, skills, and/or ability abilities and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Last Updated: 10/6/2021