



## Client Advocate – Consumer

*Reports to Documentation Specialist/Client Advocate Manager*

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

- Communicates with clients, caregivers, and medical professionals.
- Contacts medical practitioners to request required orders, medical records, and supporting documentation.
- Maintains accurate and complete documentation of all inquiries and follow-ups in client accounts.
- Assists clinicians in filling out evaluations and necessary paperwork for recommendations.
- Proactively communicates information across teams.
- Maintains client accounts according to HIPAA and Medicare guidelines.
- Tracks and trends issues to aid team in resolution and prevention of repeat problems.
- Identifies and escalates priority issues and proactively follows up on tasks.
- Communicates medical coverage information internally and externally.
- Ability to work both independently and with team members.
- Assists reimbursement team in data collection for authorization, appeals, pre-payment reviews, and other necessary tasks.
- Performs other duties, special projects as assigned.

### **Skills, Competencies and Experience (Required):**

- Experience in customer service and administration.
- Strong critical thinking and problem-solving skills.
- Experience in a healthcare setting.
- Experience in managing sensitive information and documentation.
- Knowledge of Medicare, Medicaid, and Commercial insurance requirements.
- Ability to effectively handle multiple and shifting priorities.
- Ability to resolve issues from customers in a professional and timely manner.
- A team player with overall company goals in mind.
- Possesses a sense of urgency when advocating for clients.
- Proficient with MS Outlook, Word, Adobe, electronic paperwork, and virtual meetings.

### **Education, Certifications, Trainings (Preferred):**

- Bachelor's degree.
- At least 2 years relevant experience.
- Experience in interacting with clients with disabilities and their caregivers.
- Familiarity with explaining benefits and understanding of insurance terminology.
- Experience in DME/Home Medical Equipment.