



Job Description

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Job Title: Client Advocate

Department: Sales

Reports To: Documentation Specialist/Client Advocate Manager

Location: Princeton, NJ or Remote

Schedule: 9:00 a.m. to 5:00 p.m.

Travel: 0-10%

Purpose:

Working under the supervision of the Client Advocate Manager this position requires an individual who works well both independently and as a team player and can manage a large caseload interdepartmentally. This person will be an on-going advocate through the process of gathering documentation and funding information for clients to obtain permanent speech generating devices. Supreme people skills are needed in communicating with both clients and other professionals. Ultimately, the ideal candidate will have experience with the following: customer service, medical/funding documentation, health insurance, reimbursement procedures, Medicare guidelines, HIPAA (Health Insurance Portability and Accountability) compliance requirements, and medical equipment.

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.
- 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.
- Completes benefit and eligibility checks with insurances.
- Communicates 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.

Knowledge, Skills & Abilities:

- 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.

cont.



Job Description (cont.)

Knowledge, Skills & Abilities (cont.):

- 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, virtual meetings.

Education/Experience:

- Bachelor's degree, preferred
- At least 2 years relevant experience, preferred
- Experience with Hubspot and insurance portals such as NaviNet and Availity, preferred
- Familiarity with insurance and benefits and entire reimbursement cycle and terminology, preferred
- Experience in DME/Home Medical Equipment, preferred
- Intermediate to Fluent speaking/writing ability in Spanish, preferred

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.
- **Physical Demands:** Must be able to operate a computer with or without a reasonable accommodation.

Travel:

May work remotely from their home. Traveling or commuting to Princeton, NJ office may be required on occasion, up to 4x/year.

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: 7/20/21