



## Job Description

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**Job Title:** Documentation Specialist

**Department:** Sales

**Reports To:** Client Advocate/Documentation Specialist Manager

**Location:** Remote - US

**Schedule:** 9:00 a.m. to 5:00 p.m., ET/CT time zones

**Travel:** 0-10%, on hold due to COVID

### Purpose:

The Documentation Specialist is responsible for obtaining all necessary clinical and client paperwork required to secure funding of a Speech Generating Device. The role requires consistent communication with Speech Language Pathologists, Clients, Caregivers, and other Professionals. The ideal candidate will have experience with collecting and reviewing medical documentation, customer service, HIPAA (Health Insurance Portability and Accountability), and electronic paperwork filing.

### Major Objectives, Responsibilities and Tactics:

- Obtains recommendation paperwork from the speech language pathologist (SLP) in a timely manner.
- Maintains diligent organization of documents using Adobe and internal software tools.
- Reviews the completed documentation for thorough and accurate information in adherence with medical necessity guidelines.
- Develops and maintains relationships with SLPs.
- Assists and provides guidance and support to SLPs during the paperwork process via email and phone conference.
- Fully understands the trial procedures and Lingraphica's products to address questions and concerns and keep the process moving smoothly.
- Accurately and timely documents trial activities and correspondence using company's internal software tools.
- Contributes on special projects, as needed.

### Requirements:

- Excellent customer service skills and professionalism.
- Highly organized
- Exhibits strong critical thinking and problem-solving skills through both verbal and written communications.
- Ability to effectively handle multiple and shifting priorities.
- Ability to support cross-functional teams and the ability to understand and translate business issues into actionable solutions.
- Ability to take on new challenges and work outside of one's comfort zone.
- Ability to resolve issues from SLPs in a professional and timely manner.
- A team player with overall company goals in mind.
- Ability to maintain proper, courteous, and helpful telephone etiquette.
- Possess an extreme sense of urgency and willingness to go above and beyond to complete tasks.
- Ability to comfortably interface with various users across the organization

cont.



## Job Description (cont.)

### **Qualifications:**

Experience in reviewing medical documentation, preferred

### **Work Experience:**

1-2 years in customer service or healthcare administration, preferably in a medical/rehab/therapy setting

### **Formal Education:**

High School Diploma, required

Associate's or Bachelor's, preferred

### **Technical Skills:**

Experience with Adobe, Microsoft Suite, HubSpot, cloud-based phone systems, video meetings (such as Zoom), instant messaging systems (such as Slack).

### **Travel Requirements (on-hold due to COVID)**

Travel to home office for annual company meetings and other events approximately 2-4 times per year.

### **Work Environment & Physical Demands**

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 a reasonable accommodation.

### **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:** 9/2/21