



## Job Description

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**Job Title:** Funding and Benefits Manager

**Department:** Sales

**Reports To:** Director of Sales

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

### Purpose:

The Funding and Benefits Manager reports to the Director of Sales and is responsible for overseeing the Funding and Benefits Specialists and Benefits Reviewers and executing processes that result in efficient and effective movement of deals through the Pre-Trial pipeline.

### Essential Duties & Responsibilities:

- Defines and monitors short-term objectives for Benefits and Funding Team
- Makes decisions to achieve defined goals
- Manages the work efforts and productivity of the Funding and Benefits Specialists and Benefits Reviewers
- Creates, implements, and evaluates processes and procedures; assists with development of cross-team operating procedures
- Sets and tracks conversion metrics for the Funding and Benefits Team based on company goals/mission
- Tracks trends and issues to identify, resolve and prevent problems
- Proactively communicates potential and known issues
- Identifies and implements ways to improve speed and conversion of intakes
- Identifies potential bottlenecks within sales pipeline and communicates effectively with other managers
- Hires, trains, motivates and helps develop ongoing professional development opportunities for Funding and Benefits Specialists and Benefits Reviewers
- Monitors and ensures balanced workloads of the team; anticipates staffing needs proactively
- Provides coaching, feedback and evaluation to direct reports and peers
- Holds oneself, direct reports, manager, and peers accountable
- Conducts weekly Traction meetings with direct reports and team
- Performs quarterly and annual reviews
- Responsible for setting and communicating employee objectives, managing performance and corrective action, employee development and termination
- Works closely with Clinical Consulting (CC) Team, Funding Documentation Specialists (FDS) Team, and Revenue Cycle Management (RCM) Team to facilitate best processes throughout the pipeline
- Works with Marketing to increase quality and volume of leads by providing feedback, problem solving and developing processes
- Ensures HIPAA compliance within the Benefits and Funding team, and coordinates with other teams as needed
- Other projects and duties as assigned

cont.



## Job Description (cont.)

### Education & Experience:

- Bachelor's Degree, preferred, or equivalent combination of education and experience
- 5 years' experience in a healthcare setting or healthcare industry; Experience in DME/Home Medical Equipment strongly preferred
- 1 – 2 years supervisory experience, strongly preferred
- Experience working with CRMs such as HubSpot to analyze, pull reports and identify trends, issues, and opportunities

### Knowledge, Skills & Abilities:

- Knowledge of Medicare, Medicaid and Commercial requirements
- Expertise in the area of health insurance practices including coverage and benefits, determining eligibility, authorization processes, Medicare and Medicaid guidelines, and durable medical equipment
- Excellent written and verbal communication, listening, customer service and organizational skills
- Ability to collect and analyze data
- Critical thinking and problem-solving skills
- Ability to effectively handle multiple and shifting priorities
- Proficient with MS Outlook, Word, Excel
- Hands-on knowledge of HubSpot software products, or similar CRM

### Work Environment & Physical Demands:

- The Benefits and Funding Manager primarily works remotely and is expected to maintain a safe, productive work environment with secure internet access.
- The ability to operate a computer with or without a reasonable accommodation is required.

### Travel:

- Travel to Lingraphica's home office and to cities within the continental United States for company related meetings, conferences, and customer appointments may also be required 1-2 times per month. (Post-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 abilities and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Last Updated: 9/13/21