



Medical Insurance Billing Business

The has been providing managed services to health systems, their health plans and managed populations for more than 30 years. Our value-based solutions enhance consumer engagement, drive clinical alignment, manage risk, and improve financial performance. Our purpose of providing the foundation for better health fuels our clients to meet the unique needs of the communities they serve.

Job Duties: Customer Service & Billing Calls

Work Schedule:

- Required minimum 15 hours per week (30 intervals)
- **Intervals Available**
 - Monday – Friday 8:30 am – 8:00 am EST

Equipment (Minimum):

- Windows 7, Windows 8, or Windows 10
- POTS hard line or digital phone line
- Noise cancelling headset
- VOIP is prohibited.

Course Cost: The out of pocket investment for the certification training class varies based on client

Service Revenue: Base pay with an open opportunity to earn more based on the service interval you elect to work. (the more hours you work, the more you get paid)

Additional Information - This Opportunity Announcement (OA) is a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).



Certification Criteria:

- Complete pre-course work prior to day 1 of class
- Successfully pass all quizzes with an 80% or higher, and all exams with an 80% or higher average
- Successfully pass role play scenarios with the instructor
- Successfully pass mock calls during Phase II
- Successfully pass live certification calls call-taking days; must score 80% or higher for all six calls to pass
- Complete assigned homework daily

What To Expect

- Answering billing questions
- Taking/scheduling payments
- Assisting with disputed billing codes
- Providing duplicate invoices
- Explaining Medicare coverage

Capabilities

- Strong customer service skills
- Excellent listening skills
- Impeccable attention to detail and focus
- Strong multitasking skills
- Ability to quickly move from utterance to utterance with little to no down time

Each SOW should be thoroughly reviewed prior to its execution. In the event of a conflict between the OA and the SOW, the terms of the SOW will govern.

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