



Join our Team and Change Healthcare!

Improving Your Health Financially

Personal Advisor – Bill Review

Summary:

Assist health benefit beneficiaries via phone and email with questions related to their healthcare benefits, providers, pricing and billing requests as well as educate them on becoming better healthcare consumers.

A successful candidate must be able to: Manage multiple priorities and meet deadlines while responding to inbound phone calls and emails, and placing outbound calls to, providers, insurance companies, and billing agents in a timely manner with minimal supervision. This role requires extensive collaboration with co-workers, flexibility, and a willingness and ability to manage changing priorities as needed to provide a timely response to patient requests. Excellent communication and interpersonal skills, and the ability to maintain positive working relationships required.

This position is full-time (40 hours/week) Monday – Friday from 8:30 am to 5:00 pm. It may be necessary, given the business need, to work occasional overtime or weekends.

Role and Responsibilities:

- Manage inbound patient requests for assistance with bill reviews.
- Verify patient insurance coverage and benefits with patients and health plans.
- Follow communication procedures and protocols to notify patients and secure additional information, if any, to clarify request.
- Place outbound telephone calls to healthcare providers to confirm in-network status, procedures, billing, and other information as needed.
- Interact with health insurance companies as needed to verify benefits and pricing.
- Perform detailed review of patient billing statements, for in-patient and out-patient medical, dental, and vision services including, hospital, surgical centers, labs, durable medical equipment, pharmacy, home health etc. for accuracy.

- Audit provider bills against health benefits, insurance company Explanation of Benefit statements and reconcile provider invoices against benefit design, deductible, copay, co-insurance structure.
- Assist with preparation of materials as needed for case review meetings.
- Maintain a high level of confidentiality and use discretion with sensitive information.
- Adhere to HIPAA policy requirements.
- Record case management actions including call notes and action items.
- Participate in internal meetings and discussions to collaborate on case management.
- Interact professionally with internal and external stakeholders, patients, others.
- Interact professionally and with confidence, with healthcare providers, financial consultants, and billing companies.
- Maintain empathy and compassion for all patients.
- Multi-task and prioritize workload in order to meet deadlines.
- Work on special projects, assignments, and other responsibilities as directed.

Required Qualifications:

- Bachelor's Degree or equivalent work experience.
- Minimum three years' experience conducting medical bill reviews including validating insurance plan benefits and analyzing Explanation of Benefits.
- Understanding of health insurance benefits, deductibles, copays, maximum out-of-pocket and benefit limits.
- Good working knowledge of CPT Coding and/or medical interpretation.
- Skilled at navigating healthcare providers (hospitals, physician offices, outpatient centers, labs, insurance companies, billing agencies)
- Ability to facilitate discussions and negotiate as a patient advocate
- Strong personal commitment to providing excellent customer service.
- Strong listening skills, ability to convey empathy/compassion to relieve patient anxiety/frustration.
- Proficiency with internet, work queue systems, Word, Excel, or comparable systems.
- Demonstrated problem solving abilities, strong analytical skills and tenacity.
- Demonstrated ability to maintain confidentiality with sensitive information.
- Ability to quickly and effectively discern between competing priorities with minimal guidance.

- Demonstrated ability to follow through with tasks to completion in a timely manner.
- Excellent oral and written communication skills.
- Ability to follow process, adopt, and adhere to changes in process.
- Strong attention to detail, sense of urgency and ability to multi-task.
- Ability to work in an expanding team environment.

About HooPayz

HooPayzSM, LLC is a financial wellness company that empowers consumers to make informed, cost saving health choices. Our services help consumers live their best lives by saving money on healthcare, managing and reducing medical bills, and by optimizing their health benefits. We make sure consumers never pay \$1 more than they owe for care so that they have less medical debt and can spend their money on what matters most to them.

We are an independent company. We are not owned or affiliated with any health plan, insurance company or provider.

Our Mission: To promote financial wellness by improving access to lower cost healthcare providers, reducing medical bills/debt and advocating on behalf of consumers to lower the stress of dealing with an illness AND the health system.

Our Approach: We combine online price management tools with high touch, personal service to reach every person whenever they engage with health service providers to reduce their costs, stress and improve compliance & health outcomes.

Why Join HooPayz?

At HooPayz you will be part of a startup team that is focused on disrupting healthcare by changing the way consumers shop for care. You will have the ability to contribute while working for a purpose. Our environment is fast-paced, resources are lean and change must happen quickly to position the company for growth. At HooPayz we believe every team member is critical to our success. Each team member is given significant opportunities to impact the culture, client outcomes and the market.

HooPayz is an equal opportunity employer and inclusive in all aspects of diversity. Diversity creates a healthier atmosphere HooPayz is an Equal Employment Opportunity/Affirmative Action employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.

HooPayz is a drug-free workplace. Candidates may be required to pass a drug test before beginning employment.