

**BAYLOR ORTHOPEDIC AND SPINE HOSPITAL AT ARLINGTON
JOB DESCRIPTION/PERFORMANCE EVALUATION**

JOB TITLE:	INSURANCE VERIFIER
DEPARTMENT:	Business Office
REPORTS TO:	CFO
JOB SUMMARY:	Interface with patients and families, physicians and staff. Update patient demographics/information in system. Verify insurance benefits, obtaining proper authorization from insurance carrier. Determine what funds to collect upon admission. Notify patients of monies due and document in billing system. Other duties as required or requested by chain of command.
POSITION QUALIFICATIONS <ul style="list-style-type: none"> • Education • Experience • Licenses/Certifications/ Registrations • Knowledge/Skills/Abilities • Physical Demands (see attachment) 	<ul style="list-style-type: none"> • High school graduate or equivalent combination of education and experience. • One year previous experience or some hospital clerical experience or medical terminology preferred. • Must have the skills necessary to operate the office equipment required to fulfill job duties. • Forty-five (45) wpm typing skills required. • Medical terminology and computer experience beneficial • Good communication skills.
ORGANIZATIONAL RELATIONSHIPS:	Supervises: No Direct Reports Contacts/Interacts with: Patients, physician staff and insurance companies Career Path: Suggested Promotion From: Ins. Verifier Suggested Promotion To: Ins Verification Supervisor
POSITION COMPETENCIES/ RESPONSIBILITIES:	Competencies and responsibilities associated with each position are a combination of <u>hospital wide</u> and <u>department specific</u> standards. The department specific standards include the competencies appropriate to the ages of the customer served. The employee's competencies are evaluated on an on-going basis, and formally documented at least annually as part of the Performance Appraisal process.
HOSPITAL-WIDE CORE COMPETENCIES/ RESPONSIBILITIES	<ul style="list-style-type: none"> • Job knowledge/Responsibilities/Productivity • Customer Service/Relationship/Communication • Environment of Care/Patient Safety • Infection Control/Employee Health and Safety • Performance Improvement • Patient Rights

**BAYLOR ORTHOPEDIC AND SPINE HOSPITAL AT ARLINGTON
JOB DESCRIPTION/PERFORMANCE EVALUATION**

**POSITION COMPETENCIES/RESPONSIBILITIES
(specifics included in attached PE document)**

AGE APPROPRIATE CARE:

- Infant (1 month to 1 yr) Toddler (1 yr to 4 yrs) Preschool (4 yrs to 6 yrs)
- School Age (6 yrs to 12 yrs) Adolescent (13 yrs to 18 yrs) Early Adulthood (18 yrs to 29 yrs)
- Young Adult (30 yrs to 44 Yrs) Middle Adult (45 yrs to 65 yrs) Geriatric (65 yrs and over)
- Not Applicable

PERFORMANCE EVALUATION:

Performance will be evaluated based on hospital-wide and department specific competencies and responsibilities of the position at least annually. Measures of effectiveness will include: observation by director and others, review of documentation, customer feedback, monitoring of quality indicators, participation in team meetings/education opportunities, and self-assessment.

Every effort has been made to make this job description as complete as possible. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of responsibilities does not exclude them from the position if the work is similar, related, or is a logical assignment for the position.

* I have reviewed the job description and received a copy of it. I attest that I can perform all essential functions of this position including the physical and mental/emotional demands of the position with or without reasonable accommodations.

Employee Signature

Date

**BAYLOR ORTHOPEDIC AND SPINE HOSPITAL AT ARLINGTON
JOB DESCRIPTION/PERFORMANCE EVALUATION**

PHYSICAL DEMANDS:

PHYSICAL REQUIREMENTS/HAZARDS

Frequency	None	Some	Freq.	Very Freq.
Lifting > 50 lbs.		X		
Lifting > 20 lbs.		X		
Pushing > 50 lbs.		X		
Pulling > 50 lbs.		X		
Stooping, Kneeling		X		
Crawl		X		
Climb		X		
Balance		X		

Some = 1 - 4 times/day or 10% Freq. = 20 - 40 times/day or 33%
Very Freq. = 100 times/day or 56%

WORKING CONDITIONS:

- INSIDE [Specify major working conditions]
- OUTSIDE [Specify major working conditions]

Physical Requirements:

- Manual Dexterity (eye-hand coordination)
- Perform shift work
- Maneuver weight of patients
- Hear alarm/phone/tape recorder/equipment
- Walk 6 hours per day
- Reach above shoulder
- Repetitive arm/hand movements
- Finger dexterity
- On Call Work
- Color vision
- Acuity - Near
- Acuity - Far
- Depth perception

Hazards:

- Exposure to toxic/chemical/detergents
- Exposure to extreme conditions: hot/cold
- Exposure to dust/fumes/helicopter drafts
- Exposure to moving mechanical parts
- Exposure to potential electrical shock
- Exposure to X-ray/electromagnetic energy
- Exposure to high pitched noises
- Exposure to communicable diseases
- Exposure to pathogen exposure
- Exposure to risk exposure
- Use of latex gloves

Mental/Emotional Requirements:

- Manage stress appropriately
- Handle multiple priorities
- Works alone
- Manage anger/fear/hostility/violence
- Work in areas that are confined and/or crowded

Work Positions (% of time spent):

Sitting: 80% Standing: 10% Walking: 10%

**BAYLOR ORTHOPEDIC AND SPINE HOSPITAL AT ARLINGTON
JOB DESCRIPTION/PERFORMANCE EVALUATION**

ANNUAL REVIEW

EMPLOYEE NAME: Amanda Gilliam	JOB TITLE: Insurance Verification Clerk
DATE: 2/1/2010	DEPARTMENT: Business Office
PERFORMANCE EVALUATION	
PERFORMANCE INDICATORS:	
4 – Exemplary	Constantly exceeds standards and is instrumental in improving the departments effectiveness as a result of individual performance.
3 – Good, Solid Performer	Consistently displays good solid performance, meets all job standards.
2 – Need Improvement	Meets less than 100% of job standards, Employee Improvement Plan in place.
1 – Unacceptable	Immediate improvement expected to justify employment.
(UTILITIZE COMMENT SECTION TO DOCUMENT WEAKNESSES, STRENGTHS, EXAMPLES OF EXEMPLARY PERFORMANCE, ETC.)	
HOSPITAL-WIDE CORE COMPETENCIES/RESPONSIBILITIES	
JOB KNOWLEDGE/RESPONSIBILITIES/PRODUCTIVITY:	Rating:
<ul style="list-style-type: none"> • Understands Mission of Baylor Orthopedic and Spine Hospital at Arlington, explains role in actualizing the Mission. • Completes work in acceptable time frame, independently. • Demonstrates ability to prioritize tasks and demonstrates flexibility as job priorities change, willing to take on new work routines/methods. • Carries out duties in a way that is most productive/effective. • Deals with job stress effectively during peak workload occasions. • Demonstrates a positive, “can do”, attitude. • Work is accurate and complete. • Demonstrates knowledge, understanding and application of hospital policies/procedures in performing job functions. • Uses local resources (manuals, reference materials, colleagues, supervisors) to insure course of action. • Demonstrates sound judgment in handling situations not covered by written, verbal directions. • Open to change, manages change positively, willingly evaluates and adapts actions as the hospital and external healthcare environment changes. • Seeks additional tasks during times of light workload, recognizes duties to be performed although not directly assigned. • Adheres to attendance, punctuality, meal break and rest period policies. • Follows dress code and maintains professional appearance at all times. • Demonstrates willingness to assist/orient new employees <u>and</u> work with students/interns as they learn about the healthcare industry. • Willingness to adjust personal schedule periodically as workload fluctuates and department needs require. • Identifies and makes recommendations for department processes to improve in service effective and efficiency. • Takes responsibility to complete initial/annual competencies as directed. • Willingly keeps up with information necessary for job, identifies learning needs. • Attends 100% of department meetings/ or reviews presented information. • Assumes responsibility for continuing education requirements if applicable. 	
COMMENTS:	

**BAYLOR ORTHOPEDIC AND SPINE HOSPITAL AT ARLINGTON
JOB DESCRIPTION/PERFORMANCE EVALUATION**

CUSTOMER SERVICE/RELATIONSHIP/COMMUNICATIONS:	Rating:
<ul style="list-style-type: none"> • Functions as a team member, exhibiting sensitivity, fairness, courtesy, trust, respect and willingness to balance personal needs with group needs, taking initiative to help as needed. • Communicates information about customers/employees only as necessary to conduct hospital related business. • Communication is clear and concise, FREE OF GOSSIP, respectful, confidential, friendly and courteous. • Listens actively to promote harmonious and cooperative working environment. • Consistently communicates verbally and nonverbally in a manner that demonstrates a positive and cooperative attitude. • Adheres to strictest confidentiality in dealing with patients, families, hospital personnel and the public. • Keeps supervisor apprised of work progress. • Accepts and acts upon constructive criticism in a positive manner in order to upgrade abilities. • Has a pro-active attitude about problem resolution. Channels suggestions, criticism, and questions to the appropriate personnel. • Deals with conflict by confronting, forgiving, and moving on. • Responds to request promptly and courteously, demonstrates willingness “to go the extra mile”. • Treats all contacts as customers/guest. Understands own role in organization regarding customer service. • Anticipates customer’s needs and provides for them as quickly as possible. • Models core values to co-workers continuously. • Provides department directors, co-workers, and employees with reliable, pertinent information related to work performance. • Demonstrates sound command of the primary language needed for the performance of duties. • Stress excellence in telephone etiquette. 	
COMMENTS:	

ENVIRONMENT OF CARE/PATIENT SAFETY:	Rating:
<p><u>Safety</u></p> <ul style="list-style-type: none"> • Follows hospital and departmental safety policies and procedures. • Applies “safety first” philosophy in all practices. • Promptly reports unsafe situations/conditions to supervisor. • Utilizes occurrence-reporting system as indicated. • Uses appropriate body mechanics/lifting techniques. • Uses precaution associated with radiation hazards. <p><u>Security</u></p> <ul style="list-style-type: none"> • Wears name badge at all times. • Knows and implements proper notification procedures for security issues (Code: Pink, Purple). • Follows policies and procedures regarding locked areas in building. <p><u>Hazardous Materials/Waste</u></p> <ul style="list-style-type: none"> • Locates and correctly uses MSDS manual. • Explains process in cleaning up spills. • Uses appropriate personal protective equipment when working with or near hazardous materials. • Stores, handles, dispose of hazardous material appropriately. <p><u>Emergency Preparedness/Life Safety</u></p> <ul style="list-style-type: none"> • States codes and individual role in responding to Fire, Severe Weather, Bomb Threat, Internal and External Disaster situations. • Knowledgeable of facility Bioterrorism Plan and role in community. • Able to describe/demonstrates RCAF and use of fire extinguishers. 	

**BAYLOR ORTHOPEDIC AND SPINE HOSPITAL AT ARLINGTON
JOB DESCRIPTION/PERFORMANCE EVALUATION**

- Locates and currently uses Safety Manual as a reference.

Equipment

- Uses equipment safely and accordingly to manufactures instructions.
- Recognizes equipment malfunction and report promptly.
- Aware of “Safe Medical Device Act” and reports accordingly.
- Competencies to use equipment are documented prior to use with patient.

Utilities

- Notifies appropriate director of water/electric/telephone problem noted.
- Demonstrates response to a partial or complete utility system failure appropriate to position.
- Knows location and procedure of “shut off” controls as applicable to position.

COMMENTS:

INFECTON CONTROL/EMPLOYEE HEALTH:

Rating:

- Demonstrates knowledge of standard precautions and aseptic technique.
- Locates and utilizes personal protective equipment as applicable.
- Demonstrates proper hand-washing technique.
- Utilizes Infection Control/Employee Health manual as a references as needed.
- Follows T.B. control plan, cooperates with required testing.
- Reports exposures promptly and seeks assistance for care/follow-up.
- Follows policies and procedures regarding injuries prevention, reporting and follow-up on employee injuries.
- Keeps work area clean and neat.

COMMENTS:

PERFORMANCE IMPROVEMENT:

Rating:

- Review “Sentinel Event Alerts” and applies recommendations into policies/ procedures/practices as appropriate.
- Meet customer expectations by actualizing “EDGE” – Every Day Giving Excellence.
- Assists in evaluating new products, techniques and/or methods and provides appropriate feedback for improvement purposes.
- Knowledgeable of hospital Performance Improvement Program, and role of department and individual employee.
- Participate on Performance Improvement teams to improve processes whenever possible.
- Implements actions, as appropriate, recommended by Performance Improvement teams.
- Knowledgeable of identification and reporting of a Sentinel Event.

COMMENTS:

**BAYLOR ORTHOPEDIC AND SPINE HOSPITAL AT ARLINGTON
JOB DESCRIPTION/PERFORMANCE EVALUATION**

PATIENT RIGHTS/ETHICS AND COMPLIANCE:	Rating:
<ul style="list-style-type: none"> • Demonstrates understanding of Patients Rights and Responsibilities. • Demonstrates knowledge/awareness of Advance Directive, Organ/Tissue Donation, Grievance policy Ethical Issue Resolution Policy, Organizational Ethics Policy and Forensic Staff Orientation and Education. • Demonstrates knowledge of cultural, spiritual, and age related consideration when interacting/caring for patients. • Employees conduct reflects the organizations values and commitment to the code of conduct. • Ethics and Compliance policies and procedures are followed where applicable to job responsibilities. 	
COMMENTS:	

POSITION COMPETENCIES / RESPONSIBILITIES	Rating:
<ul style="list-style-type: none"> • Promptly greets patients registering for hospital admission and identifies self to patient • Obtains patient's insurance information and explains co-pay, deductions, etc. Makes copy of the insurance card. • Processes registration information courteously and efficiently. • Distribute and explain hospital information, brochures and forms. • Ensures patient signatures are correct on consent and insurance forms. • Supports hospital and department policies, Department Director and hospital Administration. • Lends knowledge and assistance to other hospital departments, physicians office and co-workers. • Works effectively with members of other departments. Receives minimal complaints. • Communicates effectively and expresses ideas clearly; actively listens and always follows appropriate channels of communication. • Direction and assistance provided to patients, family members, and co-workers are always courteous and positive. Communicates in a professional manner at all times. • Knows and adheres to hospital and departmental policies. Is adaptable and cooperate with changes in assignments, procedures and personnel. • Maintains skills on equipment necessary to complete required responsibilities. Uses supplies and equipment properly, economically and reports necessary repairs promptly. • Ensures safety of all guests by removing any dangerous or potentially dangerous or potentially dangerous barriers and notifying appropriate personnel of unfavorable conditions. • Reflects professionalism in performance of duty as well as knowledge of procedures necessary to produce desired effect. • Adheres to hospital policies for time and attendance, punctuality, meal breaks and rest periods. • Adheres to hospital and department dress code and maintains a professional appearance at all times. • Process credit card information. • Providing backup for Receptionist. • Participate in USPI EDGE program. • As assigned by Business Office Director. • Working closely with Scheduler • Ensuring patient transition is smooth upon arriving at facility. • Ensuring proper documentation in Advantx • Notifies Business Office Director promptly of issues/concerns. 	
COMMENTS:	

**BAYLOR ORTHOPEDIC AND SPINE HOSPITAL AT ARLINGTON
JOB DESCRIPTION/PERFORMANCE EVALUATION**

PERFORMANCE EVALUATION TOTALS

Employee Name: _____

Evaluation Key:

Weighted Score

- | | |
|---|--|
| I. Hospital-Wide Core Competencies/Responsibilities | _____ X .50 = _____
(Total Score ÷ 6) |
| II. Position Competencies/ Responsibilities | _____ X .50 = _____
(Total Score ÷ _____) |
| | Total Score = _____ |
| | Merit Increase = _____ |

Recommended Goals to Enhance Effectiveness:

Employee Comments:

Acknowledgements/Approvals:

Employee Name	Date
Director/Supervisor	Date
Human Resources Representative	Date

Salary Adjustment: _____ + _____ = _____
Current rate amt of increase New Rate

Effective Date: _____ % of increase