

## **Easter Seals DuPage and the Fox Valley Region**

**FOR:** Policy & Procedure Manual  
**SECTION:** Personnel  
**RE:** Job Description  
**POSITION:** Lead Claims Follow up Coordinator  
**REPORTS TO:** Director, Client Services & Provider Network Management  
**STATUS:** Non-Exempt

**PURPOSE:** To ensure all payment processes are completed accurately and timely to support and ensure fiscal management.

### **MISSION STATEMENT:**

*Our mission is to ensure that children with disabilities and their families are empowered.*

### **ESSENTIAL FUNCTIONS:**

1. Ensure accurate and timely:
  - A. Communication with insurance companies
  - B. Follow up on all denials
  - C. Submission of all requested information for claims resubmission
  - D. Communication with family and/or client regarding claims status and/or family responsibility regarding a claim.
  - E. Maintenance of client billing files
2. Ensure all interactions/communications with clients, families, and providers are delivered in a clear, respectful, and responsible interactional style that demonstrates support of our consumers.
3. Adhere to Easter Seals DuPage and the Fox Valley Region (ESD&FVR) Code of Ethics. Comply with all Federal, State, and local laws and regulations. Perform job duties consistent with established ESD&FVR Mission, Values, and Philosophy.
4. Participates in other activities that support department and Center projects and goals as requested.

### **QUALIFICATIONS:**

1. One to two years' experience with patient and third-party billing and collections.
2. Ability to work well with people; friendly, outgoing personality.
3. Raintree Billing System experience is a plus.

## **REQUIREMENTS:**

Unless exempted by the Americans with Disabilities Act, all persons hired for this position are required to perform the following essential functions:

1. Lift up to 25 lbs. on an as-needed basis
2. Perform the basic life operational functions of talking, hearing, vision
3. Perform repetitive motions (i.e. computer keying and/or dialing phone)
4. Sitting for extended periods of time

This position requires exposure to the following environmental factors:

1. Daily contact with domestic and industrial cleaners;
2. Exposure to variable noise levels;
3. Occasional contact with noxious smells;
4. Frequent exposure to communicable illnesses