

## NO RTEC JOB SPECIFIC SKILLS COMPETENCY

### INSURANCE CLERK (Medical Service)

DOT: 214.362-022 SVP: 5

**Job Description:** Compiles data, computes fees and charges, and prepares invoices/statements for medical billing purposes.

**Physical Demands** - Sedentary w/light lifting, carrying, or moving (up to 10 lbs); **General Educational Development** - R4 M3 L4;

**Aptitudes** - Average General Learning, Verbal, Numerical, and Clerical Perception.

### **CORE SKILL COMPETENCIES/INDICATORS:**

1. Can demonstrate ability to correctly recognize and use common medical terminology as it pertains to medical billing and collection. (IN, S)
2. Can demonstrate ability to correctly recognize and use common insurance terminology as it pertains to medical billing and collection. (IN, S)
3. Can demonstrate ability to use resources to verify hospitalization insurance coverage. (R, IN, S)
4. Can demonstrate ability to type insurance assignment forms with all relevant data such as names of insurance company and policyholder, policy number and diagnosis. (IN, S)
5. Can demonstrate ability to accurately compute patients benefits and compile itemized hospital bills. (IN, S)
6. Can demonstrate ability to use resources to verify patient's coverage and to obtain information from insurance company concerning extent of benefits. (R, IN, S)
7. Can demonstrate ability to accurately compute and prepare total bill showing amount to be paid by insurance company and amount to be paid by patient. (IN, S)
8. Can demonstrate ability to accurately compute and prepare patients monthly statements. (IN, S)
9. Can demonstrate ability to post payments and make adjustments to patient accounts. (IN, S)
10. Can demonstrate ability to answer patients' questions regarding statements and insurance coverage. (IN, I, S)
11. Can demonstrate ability to telephone or write companies with unpaid insurance claims to obtain settlement of claim. (IN, I, S)
12. Can demonstrate knowledge of appropriate procedures to be taken to collect delinquent patient accounts. (IN, I, S)
13. Can demonstrate ability to prepare forms outlining hospital expenses for governmental, welfare and other agencies paying bills of specified patients. (IN, S)
14. Can demonstrate ability to type a minimum of 45 wpm with 90% accuracy. (IN,T) Note: Requires separate documentation.
15. Can demonstrate ability to compute amounts using an adding machine, calculator, computer, etc. (IN, S., T)
16. Can demonstrate ability to operate a personal computer and standard (or medical) word processing software. (IN, S, T) Note: Identify software package.
17. Can demonstrate ability to operate a personal computer and standard (or medical) spreadsheet software. (IN, S, T) Note: Identify software package.
18. Can demonstrate ability to operate a personal computer and standard (or medical) database management software. (IN, S, T) Note: Identify software package.
19. Can demonstrate ability to maintain computer files. (IN, S, T)
20. Can demonstrate ability to write/type accurate and concise reports, as required. (IN, S)
21. Can demonstrate ability to outline procedures for maintaining confidentiality of patient records. (IN, S, I)

22. **Can demonstrate ability to accurately file material, documents, letters, reports, etc. according to the agency's filing system. (IN, S)**
23. **Can demonstrate ability to operate standard office equipment, such as fax, shredder, envelope sealer, letter opener, collator, folder, postage meter, etc. (R, S, T)**
24. **Can demonstrate ability to operate a photocopier; change paper, make minor adjustments, frame text, etc. (R, S, T)**
25. **Can demonstrate ability to work under stress to meet schedule deadlines. (R, I, S)**