

# Concerto Health Partners

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**Company Website:** <http://www.concertohealthpartners.com>

## **Position Title:** Insurance Advocate

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**Opportunity Location:** United States – Remote Opportunity

### **Preferred Skills:**

- Insurance degree a plus
- Experience in teaching desired
- Strong attention to detail & desire to learn
- Ability to problem solve, work in a fast-paced start-up environment, & manage multiple project at once
- Outstanding oral & written communication skills with the ability to communicate with all levels of management & team members

### **Position Description:**

Run health insurance advocacy for patients & their families. In this role the Insurance Advocate ensures clients maximize insurance and manage costs by tracking spending and paperwork, resolving billing errors, facilitating claims, and appealing denied treatment

This is a senior insurance advocate position, working under the leadership of a HealthGuard in collaboration with a Medical Librarian.

Work situations are a variety of responsibilities ranging from routine to complex. This position requires technical expertise, organizational abilities, instructional abilities, problem solving, data analysis, decision-making, independence, and leadership.

## **Position Responsibilities**

- Enable Clients to
  - Know what you've paid
  - Pay only what you owe
  - Get maximum coverage
  - Appeals denied treatment
- Assist client in knowing what to expect
- Relieves client from the uncertainty & inefficiency of own efforts to self-advocate
- Works in multiple cross-disciplinary three person teams, along with Medical Librarian & Patient Advocate
- Expected Duties
  - Tracks paperwork
  - Resolve billing errors
  - Facilitates claims
  - Answers for client: What have I spent? What do I owe?
- Ability to complete tasks on a timely basis with minimal supervision and to provide timely / accurate status reports to management
- Must approach duties and role not merely as a job but as if you are the owner of the company and you are on a mission to serve the client
- Track-record of client management

## **Requirements:**

- Education/Experience
  - Five or more years of insurance industry and/or employee benefits experience
  - Bachelors degree in a health sciences field
- Fluency in the following software: Google Health, Backpack, Freshbooks, Quicken Medical Expense Manager, LiveScribe, Skype
- Excellent computer skills: including knowledge of Microsoft Office applications and web based solutions
- Provides own cell phone, lap-top computer and access to internet
- Must pay for, carry and provide proof of the following insurances:
  - Auto coverage in the amount of \$500,000 combined single limit
  - Professional liability in the amount of \$1,000,000
  - Must add Concerto HealthPartners as an Additional Insured under both policies and must provide a Certificate of Insurance showing these coverages
  - Contractors who will be driving must add Concerto HealthPartners as an Additional Insured onto their auto policy and provide a Certificate of Insurance as proof that they have the appropriate auto coverage
- Willingness to travel locally
- Able to work flexible, non-traditional hours dependent on variable client medical needs

**Disclaimer**

- By applying to this role you acknowledge & agree
  - This is exclusively an independent contractor role. It does not form any employment relationship and you forfeit any ability to claim full-time employment with Concerto HealthPartners
  - Must sign the Concerto HealthPartners subcontractor contract prior to assuming duties
  - Concerto HealthPartners do not provide medical advice, diagnosis or treatment

Concerto HealthPartners is the premier provider of patient advocacy services to individual consumers and institutions. We move fast and require our contractors to be adept at working both independently and across small teams within a larger virtual network. The environment is creative, collaborative, supportive, and very, very challenging. We expect our contractors to be self-starters, conscientious, and responsible. If you are excited to exercise your potential and contribute to a great company's further success, Concerto HealthPartners may be right for you.

Concerto HealthPartners is an equal opportunity employer that celebrates diversity at all levels of our organization.

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*\*Please send your resume to [careers@concertohealthpartners.com](mailto:careers@concertohealthpartners.com) .*