

**INGHAM COUNTY  
JOB DESCRIPTION**

**INSURANCE BILLING COORDINATOR**

**General Summary**

Under the supervision of the Financial Services Director and lead worker guidance from the Benefits and Insurance Administrator; reconciles and processes payment for employee insurances, monitors and tracks claims, and follows-up on insurance claims that are questioned. With access to confidential Human Resources and Labor Relations materials; assists with the open enrollment of insurance programs and explains insurance plans and benefits to employees. Responds to inquires related to insurance coverage of employees and retirees and assists them in the processing of claims.

**Essential Functions**

1. Reconciles and processes monthly benefits statements for payment, includes reviewing billings and determining or verifying payment amounts for health, vision, life, dental and disability insurance. Submits insurance billings and other documentation for payment. Audits insurance billings for each department, prepares journal entries, and submits charges to appropriate department.
2. Processes additions and deletions to employee insurance programs and ensures that accurate records are kept and premiums are paid. Calculates premiums to be paid and reconciles insurance premium billings with enrollment records.
3. Responds to questions of employees and retirees regarding insurance coverage/s under the various health plan options and retiree options. Interprets the billings of physicians, hospitals, and other providers and explains coverage issues, reimbursement procedures and related insurance issues. Contacts medical providers to obtain service and billing information and resolves related questions.
4. Researches unpaid claims that are questioned. Reviews provisions of the insurance plan and follows-up with the plan administrator or carrier.
5. Processes Personnel Action Requests on employee status changes and enters to the computer system.
6. Maintains the payroll data base for health waivers and is responsible for reconciling changes to the biweekly payroll. Maintains the payroll data base for fringe benefits.

7. Explains health insurance continuation under COBRA to employees severing employment with the County. Terminates and reinstates insurance coverage as appropriate, including generating COBRA applications and payment schedules.
8. Processes health insurance changes by modem entry to the health insurance data base.
9. With access to confidential Human Resources and Labor Relations materials; assists with the open enrollment of insurance programs and explains insurance plans and benefits to employees.
10. Bills retirees and COBRA participants for health insurance premiums. Monitors and processes payments.
11. Processes Medicare Audit requests annually for employees and retirees health insurance information.
12. Processes retirement or termination letters to those employees severing employment with the County and maintains such records.
13. Takes, transcribes and distributes the joint labor/management Health Coalition meeting minutes. Assists with implementation of Coalition actions as necessary. Types vouchers, requisitions, memos and other documents.
14. Files insurance claims, correspondence and other documents. Mails insurance information letters and materials to employees and retirees.

#### **Other Functions**

15. None listed.

*The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.*

#### **Employment Qualifications :**

**Education:** High school graduation or equivalent, prefer some advanced coursework in insurance or related area.

**Experience:** Two years of experience in a medical or insurance setting providing familiarity with medical terminology and claims processing with some data processing experience.

**Other Requirements:**

*The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.*

**Physical Requirements** *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

Ability to access files.

Ability to enter and retrieve information from a computer.

**Working Conditions:**

Works in office conditions.

