

## Position Description

**Job Title:** Claims Coordinator  
**Department:** Claims  
**Reports To:** Claims Supervisor  
**Coordinates With:** All Claims Department Staff, Other Departments, Vendors, Claimants  
**Position Status:** Non-Exempt  
**Location:** Baton Rouge, LA based position.

### **JOB SUMMARY:**

Inputs new claims that are reported via fax, telephone, internet and/or mail as well as identifies and indexes incoming mail and faxes in the imaging system. Responsible for the review and processing of medical bills.

### **ESSENTIAL FUNCTIONS:**

- Inputs new claims into the host application, ensuring accuracy of information
- Interacts with clients to establish/improve communications and service capabilities
- Processes bills timely and accurately according to state and federal mandated guidelines and adjuster instructions
- Processes explanation of medical benefits regarding denial and reconsideration of medical treatment and services
- Responds to inquiries regarding medical payments and bills
- Pulls checks as necessary and attaches appropriate correspondence as needed
- Prepares and sends void requests, recoveries requests, requests for check copies, stop payment requests and check adjustment requests
- Indexes incoming faxes and mail in the imaging application
- Requests index reports
- Returns unidentified mail
- Contributes to the team effort by accomplishing related results as needed
- Code of Conduct: You will at all times conduct yourself in a professional and ethical manner in or away from the office. You are an extension of LUBA, and your actions should always reflect positively on the company.

### **QUALIFICATIONS REQUIRED:**

- Excellent computer skills using Microsoft Word, Excel, and Outlook
- Excellent verbal and written communications
- Must be able to handle multiple tasks and work independently
- Ability to deal effectively and professionally with coworkers, clients, injured workers, and vendors

### **EDUCATION/EXPERIENCE REQUIREMENTS:**

- High school diploma or equivalent

*This job description in no way states or implies that the duties and responsibilities above are the only duties to be performed by the individual with this job description. The individual may be called upon and required to follow other instructions or perform other duties requested by his or her manager consistent with the purpose of the position, department, and/or company objective.*