

Patient Account Navigator Senior

Job Code: 6270

Salary Grade: C06

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Initiates and coordinates insurance or other carrier pre-certification and prior authorization for patients. Provides financial counseling to patients. Coordinates with the business office to ensure timely claim and account follow-up. Assists with interviews and performance evaluations. Trains and supervises Patient Account Navigators.

- Completes the pre-certification process communicating with the patient, physician, insurance company, other financial institutions and the hospital.
- Interviews patient by telephone or in person to gather financial information in order to determine discounts that may be applicable.
- Explains financial responsibilities for services received and payment options to patients and/or insurance or other financial institutes responsible for payment.
- Counsels patients regarding insurance benefits and recommends alternative sources of payment and financial assistance when appropriate.
- Reviews provider and treatment protocols, determines insurance benefits and patient responsibility, establish payment arrangements with the patient, and documents appropriate practice management system.
- Acts as an advocate for the patient when discussing medical care with the insurance carrier or other financial institute.
- Checks patient's accounts for outstanding insurance claims over 60 days and communicates with the biller to request additional claim follow-up.
- Prepares medical necessity letters for the insurance companies and other financial institutes.
- Receives and processes information and forms from the patient and insurance company.
- Assists patients with obtaining financial resources for oral medication prescriptions by working with pharmaceutical companies and other resources to obtain grants and financial aid for patients in need.
- Supervises Patient Account Navigators. Checks employees work to ensure accuracy. Assists with interviews and offers opinion of applicants. Trains new hires and conducts performance evaluations. Approves employee's time off requests.
- Diffuses all but the most serious situations.
- Refers only major situations to senior leadership or appropriate personnel.
- Keeps senior leadership abreast of all situations.
- Performs various duties to successfully fulfill the function of the position.

Minimum Qualifications

Education:

Required: High diploma or GED.

Experience:

Required: 24 months experience in pre-certifications, customer service, medical billing, accounts receivable or related experience.

Certifications or Licenses:

None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Advanced knowledge of HIPAA regulations and procedures.
- Excellent verbal and written communication skills.
- Ability to use a 10 key.
- Must be detail oriented, complete work tasks, and meet deadlines.
- Ability to maintain composure even in difficult situations.
- Ability to read and interpret business correspondence, safety manuals, and policy manuals.
- Ability to be understanding and sensitive to needs of others.

Working Conditions

Physical:

- Sitting for prolonged periods. Communicate effectively and listens. Use of computer and telephone.

Environmental:

- Standard Office Environment.

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