



**DATE ISSUED:** 09/05  
**FLSA:** Non-Exempt  
**PTO:** COVS

## **JOB DESCRIPTION**

### **TITLE**

Coordinator, Student Health Insurance

### **JOB SUMMARY**

This position is responsible for the coordination of the University's Student Health insurance program; billing and insurance processes, including the monitoring of ICD-9 and CPT codes for accuracy; and the management of the Foreign Student Insurance enrollment and waiver processes. A working knowledge of insurance policies and procedures is required. Work is performed under the direction of the Assistant Director of Student Health as part of a health care team and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Assistant Director, Student Health Services

*Supervises:* May supervise Student Assistants

### **PRIMARY DUTIES - May include, but not limited to the following:**

Serves as liaison with student insurance company.  
Answers questions and issues for students and SHS providers concerning plan, benefits, enrollment, and claims settlement.  
Consults with outside physician offices and hospitals for claims and coverage information.  
Assists students with filing and settlement of claims from outside providers.  
Participates in the negotiation and selection of carrier.  
Reviews charges for accuracy before filing claims, with attention to appropriate diagnosis and procedure codes, researching medical records when necessary.  
Processes insurance claims, including the printing and proofing prior to mailing and the attachment of necessary referrals and documentation of procedures where required.  
Posts all insurance payments and adjustments.  
Reviews insurance denials; appeals and re-files as needed.

*Coordinator, Student Health  
Insurance*

*Date Issued: 09/05*

*FLSA: Non-Exempt*

*PTO: COVS*

Insures that all items not covered by insurance are appropriately billed to the patient and the patient is notified.

Maintains record of insurance payment, adjustment, re-submission of claims, follow-ups, and appeals.

Prepares claims and/or receipts for students with private insurance who wish to file an outside claim.

Serves as liaison between Student Health Services Pharmacy and Insurance Company.

Files all pharmacy claims.

Researches, when necessary, all medications for correct diagnosis and include in filing.

Insures that all prescriptions not covered by insurance are appropriately billed to patient.

Assists in maintaining record of pharmacy claims for each patient to ascertain when prescription benefits have reached maximum allowable for each fiscal year.

Responsible for verification, filing, and follow-up of all Worker's Compensation Claims in accordance with Texas Department of Insurance Division of Worker's Compensation Guidelines and Regulations, including coordination with Human Resources and Office of Risk Management.

Responsible for making necessary coding changes/updates in the clinical management software when needed.

Responsible for daily billing of charges and credits for services to student accounts in the University Financial system.

Manages the administrative functions of the Foreign Student Insurance program.

Posts insurance premium charges to individual student accounts each semester for F1/J1 students.

Approves or denies Waiver Request Forms and alternative insurance submissions after review for compliance with Federal regulations for F1/J1 visa students.

Processes credits to Student Accounts for insurance premium charges when waivers are accepted; Notifies students if Waiver Requests are denied.

Consults with International Students concerning their Waiver Request Forms and insurance coverage.

Coordinates with insurance company regarding foreign student enrollment and processes premium payment.

### ***ADDITIONAL DUTIES***

Checks patients in and out.

Schedules appointments.

Handles prescription refills.

Assists in orientation sessions, health fair events, and health education events.

Performs other duties as requested.

### ***EDUCATION***

High school diploma or equivalent required. Successful completion and certification of coding program preferred. Working knowledge of insurance policies and procedures.

***EXPERIENCE***

One year experience as an insurance/accounting clerk in a hospital or clinic environment, preferably the college health setting. Working knowledge of medical terminology.

***KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:***

Working knowledge of office practices and methods.

Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.

Ability to organize work effectively, conceptualize and prioritize objectives, and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to communicate effectively orally, by phone, in person, and in writing.

Ability to represent the department and University in a friendly, courteous, and professional manner.

Ability to use a personal computer and other office equipment.

Ability to respond to emergency situations in a timely manner.

***PHYSICAL DEMANDS***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be able to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities include ability to distinguish the nature of objects by using the eye.

***WORK ENVIRONMENT***

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office and/or laboratory setting. The noise level in the work environment is low to moderate.

Coordinator, Student Health  
Insurance  
Date Issued: 09/05  
FLSA: Non-Exempt  
PTO: COVS

**SAFETY**

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***