



## Monroe Surgical Hospital – EOE Position Available

**Title:** Authorization and Scheduling Representative  
**Status:** Full-Time 80 Hour  
**Department:** Business Office  
**Reports To:** Deborah Jones, Business Office Dir.  
**Hours:** Monday – Friday: 8:00 – 4:30  
Saturday: not part of regular schedule  
**Position Code:** PA05

### Job Summary:

Schedules all patients in a polite, prompt and helpful manner and provides any necessary instructions/directions as needed with callers. Verifies necessary demographic and insurance information. Completes insurance verification along with authorization per provider request. Maintains strictest confidentiality adheres to all HIPAA guidelines/regulations.

### Education & Requirements

- Prefer high school graduate or GED; some college a plus.
- Previous experience in hospital or clinic scheduling
- **Previous experience in hospital insurance verification/authorizations, coding and billing**
- Release of Information knowledge
- Ability to deal tactfully with a diverse group of people in a fast-paced environment
- Commitment to high-level customer service
- Mature, responsible team player, organized and able to multi-task
- Willingness to learn new processes as requirements evolve
- Basic computer skills (word, excel, spreadsheets) required
- Previous experience with public
- Consults/works with other departments as appropriate to provide and collaborate in patient care activities

### To apply for this position:

Submit employment application, cover letter and resume to  
[kristinakennedy@monroesurgical.com](mailto:kristinakennedy@monroesurgical.com) or fax to 410-1960

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