



JOB TITLE: Insulin Pump & CGM Processing Specialist
EXEMPT: No
DEPARTMENT: Customer Care Team
STATUS: Full-Time
REPORTS TO: Director of Customer Care
LOCATED: Detroit, MI

SUMMARY: Responsible for processing insulin pumps and CGM system referrals/orders by phone, email, text message, and/or chat, performing insurance verification, interfacing with manufacturer sales representatives for a home delivery diabetes supply company located in the heart of Detroit's central business district.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Patient Communication: includes both written and verbal communication with patients: i.e. via phone, email, text message and/or website chat
- Gathers and reviews information provided by patient or referral source. Inputs accurate and complete patient information in database systems
- Verifies Insurance and calculates deductible and/or co-insurance that needs to be collected
- Prepares insulin pumps, insulin pump supplies, diabetes testing supplies and CGM systems to be billed to insurance
- Generates delivery ticket and schedules shipment of product
- Interacts directly with customers, insurance health plans, manufacturer representatives and doctor offices by telephone Fax, email , text and chat
- Communicates and coordinates with internal departments
- Inform customers of additional related services provided by Healthy Living and assist with the on-boarding process for these services
- Maintains accurate customer records by updating patient account information
- Resolves problems by clarifying the patient's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain confidentiality of patient records according to HIPPA, insurance regulations, Medicaid/Medicare and company policy
- All other duties as assigned by supervisor

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Alignment with company's core values
- Experience working for another durable medical equipment company processing insulin pumps and CGM systems
- Must be able to use good and sound judgment

- Must be able to learn and retain knowledge on diabetes related therapies and products
- Must be able to document clearly, accurately and appropriately in computer database systems
- Must follow up as needed with doctor's office, insurance providers, HLMS staff and management pertaining to any concerns regarding patient care
- Demonstrates patience, flexibility, team oriented behavior and a collaborative attitude
- Able to provide excellent customer service, which includes effectively resolving conflicts
- Able to effectively manage concurrent demands and multi-task with strong time management skills
- Attentive to details and ability to retain a detailed body of knowledge necessary to provide quality service within the company's approved processes, procedures and plans
- Must be able to work calmly and professionally while handling urgent situations.
- Demonstrate strong communication skills - both written and oral
- A desire to regularly learn new skills and concepts both independently and via company offered in-service learning opportunities
- Proficient in Microsoft Office suite, particularly Excel
- Ability to embrace change and engage in the process of continuous operational improvement
- Team orientation, desire to grow and improve independently and as a team
- Be proactive and self-directed within the job responsibilities

EDUCATION and/or EXPERIENCE:

- High School Graduate, Associate's Degree preferred
- Minimum of one year of experiencing processing insulin pumps and/or CGM systems for a DME company
- Knowledge of relevant computer applications
- Numeric, oral and written language applications
- Knowledge of diabetic supplies and the disease is helpful but not necessary
- Knowledge of Brightree software is helpful but not necessary

CERTIFICATES, LICENSES, REGISTRATIONS: Must have and maintain in good standing professional license, certificate or registration. Should have a valid Michigan Driver's License.

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 is regularly required to talk or hear. The employee regularly is required to stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls; and reach with hands and arms.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job generally operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

COMMENTS: This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not

an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.

Employee Signature _____ Date _____

Print Name _____