

Patient Qualification Specialist – 35 openings <https://careers-apria.icims.com/jobs/10223/patient-qualification-specialist/job>

- Responsible for supporting hundreds of local branch offices across the country by reviewing new patients orders and documentation submitted by referral sources in order to obtain required documentation and clinical requirements of individual health insurance plans, allowing our patients to maximize their available health plan benefits and to receive the much-needed care as soon as possible.
- Requests health plan authorizations/information as required; either electronically or verbally.
- Demonstrates and ability to develop business relationships within the field leadership through close collaboration, partnership, engagement and communication.
- Performs other duties as required.

Sleep Supply Specialist – 40 openings total; 20 under each posting <https://careers-apria.icims.com/jobs/10147/sleep-supply-specialist/job> AND <https://careers-apria.icims.com/jobs/10531/sleep-supply-specialist/job>

- Serve as the primary patient point of contact for inbound and outbound sales/service calls, identifying patients' needs, clarifying information, arranging for patients to receive supplies on an ongoing basis, and providing solutions and/or alternatives.
- Achieve agreed upon sales targets and outcomes within a specific timeframe. Meet all personal/team qualitative and quantitative targets.
- Confirm accuracy of patient's eligibility and medical information to effectively facilitate order fulfillment.
- Accurately processes orders, returns or incorrect orders by working through complex systems and processes.
- Communicate patient and insurance billing process to ensure that patient understands his/her financial responsibility.
- Collect payment or make payment arrangements.
- Verify order status and correctly relay tracking information.
- Schedule RT Refits/Phone Visits for patients.
- Educate patients on the value of sleep therapy and the resupply program.
- Upsell patients on items that will improve their sleep therapy experience.
- Maintain in-depth knowledge of current marketing promotions.
- Expedite patient problems, complaints with possible resolutions to maximize satisfaction.
- Accurately document patient account to ensure comments, discussions and concerns are captured correctly.
- Frequently attend training to improve knowledge and performance levels.
- Offer ideas, suggest changes, and identify opportunities that enhance business growth in a positive and constructive manner.
- Adhere to HIPAA guidelines.
- Perform other duties as assigned.