



PATIENT INSURANCE SUPPORT SPECIALIST

Full-time position

Salary range \$20/hour to \$22/hour, commensurate with experience

Join the leading experts in skin care as a dynamic **Patient Insurance Support Specialist**. This role plays a critical part in delivering smooth, supportive patient experience by helping patients navigate insurance coverage and referral requirements with confidence. Ideal candidates enjoy helping others, problem solving, and serving as a reliable point of contact for both patients and staff. The Patient Insurance Support Specialist ensures patients feel informed, supported and prepared throughout their care journey.

PATIENT INSURANCE SUPPORT SPECIALIST QUALIFICATIONS:

- High school diploma or equivalent required; associate degree preferred
- Prior experience in a medical office setting strongly preferred
- Strong verbal communication skills and ability to positively engage with patients
- Proficiency with electronic medical records (ModMed) a plus
- Excellent organizational skills and attention to detail
- Ability to multitask, prioritize, and work effectively in a fast-paced environment; team player
- Excellent service sense to assist and proactively resolve problems for patients

WHY YOU SHOULD APPLY:

- Exceptional, respectful, and inclusive workplace culture that encourages you to give your best while respecting work-life balance
- Explore opportunities for learning and development through training programs and a variety of in-house committees
- Enjoy valuable and comprehensive benefits, 401(k) plan with profit sharing, tuition reimbursement, generous PTO and holidays, pet insurance, and free parking

PATIENT INSURANCE SUPPORT SPECIALIST JOB RESPONSIBILITIES:

- Serve as primary support for patients and staff regarding insurance and referral related inquiries
- Obtain and verify insurance authorization for referred services
- Communicate professionally and warmly with patients, primary care offices, and insurance companies
- Access and navigate insurance websites and portals to verify eligibility and referral requirements
- Collaborate with all teams to support smooth, timely patient flow
- Document all referral activity accurately and promptly in ModMed
- Educate patients on the referral process, including what to expect and who to contact with questions
- Monitor insurance/referral trends and communicate any issues or delays with managers
- Ensure all referral activity complies with HIPAA and practice confidentiality standards; comply with OSHA policies and procedures

If you are interested in learning more about this position, please send your resume and cover letter to HR@skincarephysicians.net



ABOUT SKINCARE PHYSICIANS

SkinCare Physicians is a comprehensive, state-of-the-art center for dermatology, cosmetic and laser procedures, dermatologic and skin cancer surgery, and medical aesthetics. Our commitment to excellence, along with the credentials and experience of our skilled physicians and support staff, are what make SkinCare Physicians one of the premier dermatology facilities in greater Boston – and the world.

At SkinCare Physicians we believe that it is through the efforts of our employees that we have become a leader in the field of medical and cosmetic dermatology. Our state of the art and world-renowned practice is always looking for people who are committed to supporting our mission of providing the best possible personalized service to our patients along with ethical, skilled, and comprehensive care. Only by making our employees successful will we make our patients satisfied and achieve our organization's mission.

Our expectation is that all employees will support SkinCare Physicians' mission, vision, and values by exhibiting the following behavior: excellence and competence, collaboration, teamwork and team building, innovation, respect, personalization, commitment to our patients, and accountability and ownership.

SkinCare Physicians is an equal opportunity employer, dedicated to building an inclusive and diverse workforce.