

Job Description: WC Representative

Reports to the WC Coordinator

1. Answering high volume telephone calls and emails from patients, adjusters, nurse case managers, etc. and responding to their request.
 - Office notes, MRI Reports and operative reports
 - Work status forms
 - Return appointment date
 - Send message to nurses, when necessary
2. Receiving faxes from patients, adjusters and nurse case managers.
 - Provide medical documentation for office visits, etc.
 - Next appointment or work status
 - Request for physician response on questionnaire from adjusters.
3. Handle correspondence from insurance companies, attorneys and case managers.
 - Prepare correspondence for the physician to include office notes for review.
 - Follow-up with physician for completion of correspondence.
 - Invoice adjuster, if needed, and provide physician response.
4. Assist Check-in when necessary with obtaining WC billing information.
 - Contact adjuster and complete WC Verification forms.
 - Get authorization for scheduled appointment.
 - Enter WC Billing Info into Patient Admin.
5. Assist WC Coordinator with assignments/projects, as needed.