



Connex Global Solutions Roles | 2023
HEALTHCARE SERVICES



Type of Company	Type of position	Role	Headcount	Primary Tasks
Reproductive Medicine Clinic	Medical Billing	Medical Billing Specialist	1	Generate and create list of claims with errors to follow-up by the client
Pediatric Dental Center	Dental Billing	Senior Team Member	1	Oversee team members and ensure responsibilities are performed accurately. Provide performance reports of team members. Serve as an escalation point for issue resolution and client escalations. Manage effective internal and external client relationship. Exercise consistent judgment and discretion with work directly related to management policies and general operations of the business.
Medical Billing Company	Medical Credentialing	Medical Credentialing Specialist	2	Process payer applications and database maintenance, and carry out various credentialing processes
	Medical Credentialing	Senior Team Member	1	Process payer applications and database maintenance, and carry out various credentialing processes
Durable Medical Equipment Supplier	Internal Support - Developer	Power BI Developer	1	Running and sending reports, Power BI data management and dashboard development
	Medical Billing	Medical Billing Specialist	4	Payment posting and secondary billing
Ophthalmology Practice	Medical Billing	Medical Billing Specialist	2	Payment posting and secondary billing
Mobile Wound Care Company	Customer Service	Customer Service Associate	1	Serve as a scribe for wound care management - patient chart preparation, wound measurements and diagnostics, and patient registration and scheduling
	Customer Service	Senior Healthcare Support Specialist	2	Patient chart preparation, scribing assistance, patient registration and scheduling, and insurance verification
	Medical Billing	Senior Medical Billing Specialist	1	Prior authorization, eligibility and dressing orders

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Durable Medical Equipment Supplier	Customer Service	Healthcare Support Specialist 3	2	Patient inquiry assistance, billing data entry, and handling receipt of orders from physicians
	Medical Billing	Medical Billing Specialist	1	Insurance file maintenance, billing inquiry assistance, claims filing and submission, and prior authorization submission and follow-ups.
Integrative Healthcare Provider	Customer Service	Healthcare Support Specialist 3	1	Insurance verification, prior authorization submission and follow-ups, managing patient appointments, and patient information maintenance
Mobile Medical Service Provider	Internal Support - Management	Team Leader 2	1	Oversee team members and ensure responsibilities are performed accurately. Provide performance reports of team members. Serve as an escalation point for issue resolution and client escalations. Manage effective internal and external client relationship. Exercise consistent judgment and discretion with work directly related to management policies and general operations of the business.
	Internal Support - Reporting Analyst	Financial Analyst	1	Analyzing financial data, preparing financial reports, forecasting future financial performance, monitoring financial trends, and providing recommendations to improve financial performance and profitability.
	Internal Support - Reporting Analyst	Senior Financial Analyst	1	Analyzing financial data, preparing financial reports, forecasting future financial performance, monitoring financial trends, and providing recommendations to improve financial performance and profitability.
	Medical Billing	Senior Medical Billing Specialist	6	Reviews and ensures accuracy of patient accounts and bills, follow-up on claims, identify and billing secondary or tertiary insurances, payment posting, patient data entry, bill inquiry assistance, outbound calls to outstanding accounts, and writing up refunds for overpayments.

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Specialized Eye Surgery Center	Customer Service	Professional Subject Matter Expert	1	Provide specialized knowledge and expertise in DLV team members, to inform decision-making and improve the quality of care provided to patients.
	Internal Support - Admin	Virtual Concierge	2	Execute internal marketing and coordinate with the Director of Virtual Operations Management, drive excellence in patient satisfaction surveys, patient referrals, patient counseling, oversee execution of consultation days, and event calendar database management
	Internal Support - Admin	Bilingual Operations Manager (Spanish)	1	Oversee day to day operations of the virtual concierge team, overall operations team management (goal setting, action plans, coaching, PIP management, etc), and sending weekly/monthly reports to the Director of Virtual Operations
	Internal Support - Admin	Bilingual Virtual Concierge (Spanish)	2	Execute internal marketing and coordinate with the Director of Virtual Operations Management, drive excellence in patient satisfaction surveys, patient referrals, patient counseling, oversee execution of consultation days, and event calendar database management
	Medical Billing	Medical Billing Specialist	1	Reviews and ensures accuracy of patient accounts and bills, follow-up on claims, identify and billing secondary or tertiary insurances, payment posting, patient data entry, bill inquiry assistance, outbound calls to outstanding accounts, and writing up refunds for overpayments.
	Medical Billing	Senior Medical Billing Specialist	5	Reviews and ensures accuracy of patient accounts and bills, follow-up on claims, identify and billing secondary or tertiary insurances, payment posting, patient data entry, bill inquiry assistance, outbound calls to outstanding accounts, and writing up refunds for overpayments.
Cosmetic Dental Center	Dental Billing	Senior Team Member	1	Oversee team members and ensure responsibilities are performed accurately. Provide performance reports of team members. Serve as an escalation point for issue resolution and client escalations. Manage effective internal and external client relationship. Exercise consistent judgment and discretion with work directly related to management policies and general operations of the business.

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Behavioral Health Clinic	Medical Billing	Senior Team Member	1	Oversee team members and ensure responsibilities are performed accurately. Provide performance reports of team members. Serve as an escalation point for issue resolution and client escalations. Manage effective internal and external client relationship. Exercise consistent judgment and discretion with work directly related to management policies and general operations of the business.
Endodontic Dental Center	Customer Service	Customer Support Specialist 3	2	Patient appointment inquiries, patient account maintenance, chart preparation, and post-op calls
	Medical Billing	Medical Billing Specialist	1	Eligibility verification, maintain and manage credentials, and payment posting
Health Insurance Company	Customer Service	Customer Support Specialist 3	5	Responds to telephone inquiries on plan utilization, benefits, claims, and payments
	Customer Service	Provider Relations Specialist	3	Works on inquiries/requests from providers and HWMG employees, and determining the appropriate provider relations team to assign if necessary.
	Dental Billing	Dental Billing Specialist	1	Reviews patient accounts and bills. Prepare and transmit claims. Unpaid claims follow-up. Validate and verify eligibility of the patient's insurance. Secondary and tertiary billing. Co-pay collection, issue receipts, post payments and reconcile receipts.
	Medical Billing	Claims Adjudicator	1	Process claims, and run third-party liability reports and other claim reports
	Medical Billing	Medical Claims Specialist	1	Process claims, and run third-party liability reports and other claim reports
	Medical Credentialing	Credentialing Specialist	2	Responsible for provider credentialing, physician license renewals, primary source verification, and records management
	Medical Credentialing	Sr. Credentialing Specialist	2	Responsible for provider credentialing, physician license renewals, primary source verification, and records management

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Retina Specialty Practice	Optometrist	Virtual Optometrist	1	Assists the doctor in patient care, perform virtual workups, communicates with patients on follow-up care, surgeries, procedures, symptoms, and appointment schedules, interview patients and document histories,
Medical Billing Company	Internal Support - Management	Team Leader	1	Oversee team members and ensure responsibilities are performed accurately. Provide performance reports of team members. Serve as an escalation point for issue resolution and client escalations. Manage effective internal and external client relationship. Exercise consistent judgment and discretion with work directly related to management policies and general operations of the business.
	Medical Billing	Medical Billing Specialist	5	Reviews patient accounts and bills, prepare and transmit claims, validate and verify eligibility of insurance, secondary and tertiary insurance billing, co-pay collection, issue receipts, post payments, and reconcile receipts
Pediatric Dental Center	Dental Billing	Dental Billing Specialist	1	Verify patient insurance, post payments, claims audit and follow-ups, and schedule appointments
	Dental Billing	Senior Team Member	2	Oversee team members and ensure responsibilities are performed accurately. Provide performance reports of team members. Serve as an escalation point for issue resolution and client escalations. Manage effective internal and external client relationship. Exercise consistent judgment and discretion with work directly related to management policies and general operations of the business.
Credentialing Company	Medical Credentialing	Medical Credentialing Specialist	1	Obtain and verify credentialing documentation, complete and submit applications for providers to be credentialed, follow-up with payors to ensure timely completion of applications, maintain and monitor licenses and certifications of all assigned facility and practitioners, and ensure that they are accurate and in good standing

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In-Home Care Provider	Internal Support - Human Resource	HR Administrator	1	Post job roles to applicant tracking system, review new employee onboarding document for completeness, compile time and attendance, payroll, emergency communication for new employee. Complete benefits module for new employee, and adjust payroll and time and attendance for existing employee
	Medical Billing	Medical Billing Specialist	1	Reviews and ensures accuracy of patient accounts and bills, follow-up on claims, identify and billing secondary or tertiary insurances, payment posting, patient data entry, bill inquiry assistance, outbound calls to outstanding accounts, and writing up refunds for overpayments.
	Medical Billing	Senior Medical Billing Specialist	1	Reviews and ensures accuracy of patient accounts and bills, follow-up on claims, identify and billing secondary or tertiary insurances, payment posting, patient data entry, bill inquiry assistance, outbound calls to outstanding accounts, and writing up refunds for overpayments.
	Medical Billing	Senior Team Member	1	Reviews and ensures accuracy of patient accounts and bills, follow-up on claims, identify and billing secondary or tertiary insurances, payment posting, patient data entry, bill inquiry assistance, outbound calls to outstanding accounts, and writing up refunds for overpayments.

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Specialty Pharmacy	Customer Service	Customer Support Specialist 2	1	Answer phone inquiries from patients. Establish new patient accounts. Medical billing data entry
	Customer Service	Customer Support Specialist 3	3	Answer phone inquiries from patients. Establish new patient accounts. Medical billing data entry
	Customer Service	Healthcare Support Specialist	5	Calls patients for refill delivery setup of SPRx medicines. Maintain accurate records from follow-up telephone calls. Ensures appropriate medical record accounts.
	Customer Service	Healthcare Support Specialist 2	1	Calls patients for refill delivery setup of SPRx medicines. Maintain accurate records from follow-up telephone calls. Ensures appropriate medical record accounts.
	Customer Service	Senior Healthcare Support Specialist	5	Calls patients for refill delivery setup of SPRx medicines. Maintain accurate records from follow-up telephone calls. Ensures appropriate medical record accounts.
	Customer Service	Sr. Healthcare Support Specialist (RN)	1	Follow-up on prescriptions from doctors. Evaluates and assess nutrition status of patients. Works with dieticians to plan and initiate medical nutrition therapy for patients.

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Specialty Pharmacy	Internal Support - Accounting	Accounting Associate	1	Reconcile reports and AP vendor statements, post AP invoices, cash receipts, and accounts receivable collections, and maintains spreadsheets for the accounting department. Retrieve daily bank transactions, credit cards and other daily reports from online sites. Reconcile POS daily reports. Monthly invoicing and end of month reports. Prepare and distribute various deposits and account receivable reports
	Internal Support - Accounting	Financial Analyst	2	Determine cost of operations. Prepare reports and projections. Guides cost analysis. Identify and improve financial status.
	Internal Support - Accounting	Senior Accountant	1	Overall reconciliation, analysis, and control of the accrual basis general ledger and the recordation of the subsidiaries' financial information on the accounting system. Manages Fixed Asset System and maintains accounting systems necessary to prepare GAAP financial statements
	Internal Support - Management	Team Leader	2	Oversee team members and ensure responsibilities are performed accurately. Provide performance reports of team members. Serve as an escalation point for issue resolution and client escalations. Manage effective internal and external client relationship. Exercise consistent judgment and discretion with work directly related to management policies and general operations of the business.

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Specialty Pharmacy	Medical Billing	Medical Billing Specialist	5	Process claims. Validate and verify eligibility of insurance. Resolve denial instances.
	Medical Billing	Retail Billing Manager	1	Managing the billing and reimbursement process, ensuring compliance with insurance and regulatory requirements, overseeing the maintenance of accurate billing records and documentation, and collaborating with cross-functional teams to optimize billing processes and drive revenue growth.
	Medical Billing	Retail Billing Specialist	2	Processing insurance claims, managing patient accounts, communicating with insurance providers and customers to resolve billing issues, ensuring timely and accurate billing, and maintaining accurate records of billing transactions.
	Medical Billing	Senior Medical Billing Specialist	5	Process claims. Validate and verify eligibility of insurance. Resolve denial instances.
	Medical Billing	Senior Team Member	3	Process claims. Validate and verify eligibility of insurance. Resolve denial instances.

Type of Company	Type of position	Role	Headcount	Primary Tasks
Cosmetic Dental Center	Dental Billing	Dental Billing Specialist	2	Reviews patient accounts and bills. Prepare and trasmit claims. Unpaid claims follow-up. Validate and verify eligibility of the patient's insurance. Secondary and tertiary billing. Co-pay collection, issue receipts, post payments and reconcile receipts.
	Internal Support - Management	Team Leader	1	Oversee team members and ensure responsibilities are performed accurately. Provide performance reports of team members. Serve as an escalation point for ssue resolution and client escalations. Manage effective internal and external client relationship. Exercise consistent judgment and discretion with work directly related to management policies and general operations of the business.
	Medical Billing	Medical Billing Specialist	3	Reviews patient accounts and bills. Prepare and trasmit claims. Unpaid claims follow-up. Validate and verify eligibility of the patient's insurance. Secondary and tertiary billing. Co-pay collection, issue receipts, post payments and reconcile receipts.

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Specialized Hospital - Rehabilitation	Customer Service	Tier 2 Technical Support	1	Provides end user technical support and assistance for hardware, network and system application problems.
	Medical Billing	Medical Billing Specialist	1	Validate and verify eligibility of insurance. Creates new patient accounts.
	Medical Credentialing	Medical Credentialing Specialist 3	1	Obtain and verify credentialing documentation, complete and submit applications for providers to be credentialed, follow-up with payors to ensure timely completion of applications, maintain and monitor licenses and certifications of all assigned facility and practitioners, and ensure that they are accurate and in good standing
	Medical Billing	Senior Team Member	1	Oversee team members and ensure responsibilities are performed accurately. Provide performance reports of team members. Serve as an escalation point for issue resolution and client escalations. Manage effective internal and external client relationship. Exercise consistent judgment and discretion with work directly related to management policies and general operations of the business.

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In-Home Care Provider for Seniors	Internal Support - Admin	Executive Assistant	1	Under direct supervision of the owner and with input from the Director of Nursing where appropriate. Select, schedule, and coordinate caregivers based on assessment and care plan information for new and existing clients. Maintains appropriate gross profit margin for each case
In-Home Care Provider	Internal Support - Recruitment	Talent Acquisition Specialist	1	Identifying and sourcing potential candidates, screening and interviewing candidates, managing the hiring process, and coordinating with hiring managers and cross-functional teams to ensure a positive candidate experience.
Health Insurance Company	Customer Service	Provider Relations Specialist	1	Creates and maintains records of Providers and Facilities in the claim system
	Internal Support - Reporting Analyst	Reporting Analyst	1	Manages master data and general reporting. Track any issues found in the reporting systems. Maintains client reports.
	Medical Billing	Claims Adjudicator	4	Process claims, and run third-party liability reports and other claim reports

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Dental Association Management	Dental Billing	Senior Team Member	1	Reviews patient accounts and bills. Prepare and transmit claims. Unpaid claims follow-up. Validate and verify eligibility of the patient's insurance. Secondary and tertiary billing. Co-pay collection, issue receipts, post payments and reconcile receipts.
Gastroenterology Center	Customer Service	Healthcare Support Specialist	1	Patient information and appointment management
Medicare Accountable Care Organization (ACO)	Internal Support - Accounting	Senior Accounting Associate	1	Prepares, records, verifies, analyzes and reports accounts payable transactions. Maintaining proper vendor files such as W9's and contracts. Process 1099's. AP clean up projects such as vendor account clean up and conversion to ERP.