

Procedure Scheduling Specialist (Full-time)

Location: Muncie

Why Join CIO?

Central Indiana Orthopedics has been proud to serve central Indiana for over 70 years. With offices in Muncie, Anderson, Marion and Fishers, CIO strives to be a trusted and preferred provider of orthopedic healthcare services for the communities we serve. Providing excellent orthopedic care while treating all people with dignity and respect is the core of who we are and what we do on a daily basis.

Employees enjoy a team environment with a focus on balancing their commitment to work life and home life. Additionally, eligible employees have access to excellent benefits which include:

- Consistent work schedules with no nights, weekends or major holidays
- Accrued paid time off
- Health, Dental and Vision insurance plans
- Company-provided life and long-term disability insurance
- A robust 401k retirement and profit sharing plan

What You Will Do?

Individuals in this role will schedule and pre-certify prescribed procedures for patients. This individual will ensure patients are scheduled and educated on procedure requirements. This position is responsible for interfacing directly with insurance companies to authorize and pre-certify procedures as required by individual insurance coverage.

- Coordinates with internal and external providers in arranging testing for prescribed procedures/tests.
- Works with patient to identify available times to schedule procedures, answers questions related to the required testing, and ensures correct insurance information is on file for patient.
- Coordinate with insurance companies to pre-certify ordered procedures as required by the patient's insurance company in a timely manner.
- Maintains, updates, and reviews patient records, charts, and other pertinent information ensuring accurate and timely information is available in the patient record.
- Responds to and refers incoming phone calls as needed. Educates and instructs patient and family regarding medications, treatment instructions, and pre- and post-procedure protocols.
- Manages/optimizes MRI schedule.

What You Will Need:

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Minimum of high school diploma or GED required. An Associate's degree in medical assisting, medical office assisting or related field preferred. At least one year administrative support experience in a clinical environment required. Experience with insurance pre-certification and/or scheduling preferred.

Interested in joining our team? Please visit our [Careers portal](#) and create an account to submit your resume and information. If you have any questions, please contact hr@ciocenter.com.