

Release of Information Specialist

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$18.00 to \$20.00 hourly
Employment status: Contract / Temporary

Description

Robert Half is partnering with a prestigious Fortune 500 healthcare client to fulfill an essential role within their organization. We are seeking a diligent and attentive Release of Information Specialist to join our healthcare client's dynamic team. This role is crucial for managing the release of information requests efficiently and in compliance with healthcare regulations and guidelines. You will be at the forefront of handling sensitive information, ensuring accurate processing, and facilitating communication between patients, healthcare providers, law firms, and other entities.

Key Responsibilities:

- Receive and process requests for the release of information, ensuring timely response to all parties.
- Carefully review each request to confirm compliance with HIPAA and other relevant regulations and guidelines.
- Coordinate the release of information to authorized entities, such as healthcare providers, law firms, insurance companies, etc., ensuring accuracy and confidentiality.
- Serve as a primary point of contact for initial triage of members, including administrative intake and managing admission/discharge information in coordination with hospitals and the clinical team.
- Handle incoming calls, manage service requests from providers/members, and provide information on available network services.
- Efficiently transfer members to clinical staff as appropriate and manage the referrals process, including processing incoming and outgoing referrals and prior authorizations.
- Participate in maintaining accurate records and tracking of all communications and actions taken.

Requirements

- High School Diploma or equivalent; further education in health administration is a plus.
- 1 year or less of experience in customer service, ideally within a healthcare setting.
- Beginner knowledge of health administration.
- Familiarity with healthcare regulations, especially HIPAA, and a strong commitment to confidentiality.
- Excellent communication and organizational skills.
- Ability to work independently and as part of a team in a fast-paced environment.
- Proficient in Microsoft Office and able to learn new software quickly.

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