GASTROENTEROLOGY
ASSOCIATES

Join a Thriving, Physician-Led GI Practice

Are you an experienced healthcare professional with strong attention to detail and a passion for helping patients navigate the insurance process? Join our growing, privately owned gastroenterology practice—not hospital-owned—where your knowledge, organization, and commitment to exceptional patient service are truly valued. Our large, well-established GI practice operates multiple clinical offices and state-of-the-art endoscopy and infusion centers throughout the Upstate, all dedicated to providing high-quality, compassionate patient care. The Insurance Coordinator will be responsible for coordinating insurance-related processes to help ensure patients receive timely access to care. Responsibilities include verifying insurance benefits and eligibility, obtaining and coordinating prior authorizations, communicating with insurance companies and patients, reviewing coverage requirements, and maintaining accurate documentation. The Insurance Coordinator will work closely with providers and clinical and administrative teams to resolve insurance-related issues and support efficient patient care.

The ideal candidate is dependable, detail-oriented, organized, and comfortable working in a fast-paced healthcare environment. Strong communication and problem-solving skills, attention to detail, and the ability to manage multiple tasks and deadlines are essential. Previous experience with insurance verification, prior authorizations, medical billing, or a healthcare insurance department is preferred.

We are seeking a dedicated individual who will actively support our providers and team while aligning with our Mission, Vision, and Values to help ensure a positive experience for every patient.

Our Comprehensive Benefits Package Includes:

- **Medical, Dental, Vision, Life, and Disability Insurance**
- **HSA and FSA options**
- **Competitive retirement plan** with 401(k) and Roth options, **3% employer match**, plus annual discretionary employer contributions
- **Generous PTO program**:
  - 3 weeks your first year
  - 4 weeks after one year
  - 5 weeks after five years
  - 6 weeks after ten years
- **8 paid holidays** (no PTO usage required)
- **$250 annual uniform allowance**

If you are looking for a long-term career with a respected GI practice that values both excellence in patient care and employee well-being, we would love to meet you.

Job Description

Job Title: Insurance Coordinator
Department: Administration
Reports To: Business Office Manager
FLSA Status: Non-Exempt
Updated On: March 19, 2026

Job Summary

The Insurance Coordinator manages insurance claims, payments, and appeals to ensure accurate and timely reimbursement. This role communicates with patients and payers, resolves account issues, and supports overall revenue cycle operations while maintaining HIPAA compliance. The position requires strong attention to detail, knowledge of insurance processes, and the ability to work both independently and collaboratively.

Essential Duties and Responsibilities

- Process filing appeals with payers, calling payers directly, efficiently processing online submissions/communications when available, etc.
- Post transactions accurately and efficiently to patient's accounts/charts.
- Possess a general knowledge of coding as it relates to claims filed in order to properly resolve issues that relate to coding.
- Able to properly read patient accounts and have the ability to properly explain to the patient their balances, benefits, and insurance related adjustments.
- Engage in professional conversations with patients and payers regarding charts while remaining HIPAA compliant.
- Work with other departments as it relates to insurance related items.
- Stay abreast of payer updates, allowed amounts, and any pertinent information that has impact on the practice.
- Communicate with Team Leader and Manager on important Accounts Receivable items.
- Provide phone support to the Insurance Department
    - Take calls from third parties and patients and promptly handle them in a professional and efficient manner
    - Provide phone support to other departments when needed; i.e. phone department, billing department.
- Work well in a team environment while providing support to co-workers in work related areas of need while being flexible and open-minded to departmental/company needs.
- Work independently with little supervision while keeping the practice's best interest at hand.
- Perform other duties as assigned.

Education and/or Experience

- Three years of healthcare insurance claim processing experience while working with an EHR system preferred.

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods of sitting at a desk and working on a computer.
- Required to sit and talk or hear.
- The employee is frequently required to use hands to finger, handle or feel and reach with hands and arms.
- Must be able to lift up to 15 pounds at a time.
- Must be able to access and navigate each department, and practice and endoscopy center locations.