



Job Title: Claims Denials Specialist (Ager)

Reports to: CEO

Job Type: Part-time, Non-Exempt

Position Summary

The Claims Denials Specialist, or “Ager,” is responsible for managing aged insurance claims, following up with payers to ensure timely resolution, and maximizing provider reimbursement. This position requires excellent attention to detail, effective communication, and a strong understanding of the medical billing lifecycle.

Essential Responsibilities

- Claims Resubmission & Tracking
 - Resubmit claims electronically or via paper, as appropriate
 - Coordinate with billers or providers to resolve billing issues
 - Document updates or changes accurately within the system
- Insurance, Client & Patient Communication
 - Adhere to internal communication standards
 - Maintain professionalism and clarity when engaging with clients and patients
 - Represent the company in accordance with the terms of the client service agreement
 - Document patient communications in a timely, accurate manner
- Claims Follow-Up
 - Monitor rejections and denials in billing software
 - Verify claim status through payer portals or by phone
 - Document claim processing details and outcomes
 - Identify claims requiring appeal and coordinate with Appeals Department
 - Collaborate closely with assigned billers to manage AR effectively
- Collaboration & Reporting
 - Meet regularly with billers to review account status and coordinate efforts
 - Run and analyze claims follow-up reports per company policy
 - Share reports with providers as requested
 - Upload relevant documentation to provider SharePoint folders
 - Proactively report workflow concerns or capacity issues to management
- Team Engagement

- Attend mandatory Claims Department meetings (or review recordings if absent)

Qualifications & Skills

- 1+ years of experience in medical billing, claims follow-up, or denial management
- CPC/CPB certification preferred
- Experience with payer portals and insurance workflows required
- Familiarity with HIPAA compliance and PHI handling
- Excellent written and verbal communication
- Strong organizational skills and attention to detail
- Proficient in Microsoft Office and billing systems
- Ability to work independently and as part of a remote team
- Comfortable in a fast-paced, dynamic work environment

Schedule & Availability

- 25–30 hours per week
- At least 75% of hours must be completed during normal business hours

Work Environment

This is a remote position. The employee is responsible for maintaining a professional in-home office environment and must provide their own computer, internet, and standard office equipment (e.g., printer, scanner, headset, webcam).

Physical Demands

While performing the duties of this position, the employee will regularly sit for extended periods, work at a computer, use hands to type, and communicate via phone or video conferencing.

Additional Information

This job description is intended to describe the general nature and level of work performed. It is not an exhaustive list of responsibilities, duties, or required skills. Duties may change or be assigned at any time as business needs evolve.

Employee Acknowledgment

By signing below, the employee acknowledges understanding the expectations, responsibilities, and nature of this position.

Employee Signature: _____ Date: _____

Equal Opportunity Employer Statement

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