

POSITION OVERVIEW

Job Title: Demographic Specialist
Business Title: Demographic Specialist
Job Code: DEMSPEC
FLSA Status: Hourly, Non-Exempt
Department: RCM Production Control
Reports to: Shellene Ibrahim
Location: Remote
Draft Date: 04/01/2026
Revision Date: 4/1/2026
Approved By: Shellene Ibrahim
Role: Individual Contributor

POSITION SUMMARY

The Demographic Specialist serves as a key contributor in front-end billing processes within the revenue cycle. This role ensures the accuracy of demographic and claim information prior to submission, supporting optimal reimbursement and customer satisfaction. The position plays a critical role in maintaining efficient workflows and supporting overall financial performance.

POSITION DUTIES AND RESPONSIBILITIES (*HIGHLIGHTED ITEMS SHOULD ONLY BE ADDED TO PEOPLE LEADER JOB DESCRIPTIONS.)

- Translate and map providers and insurance information from external sources into the practice management system
- Analyze incoming demographic data from client interfaces and correct inaccuracies
- Enter and update patient demographic information within the system
- Review and adjust claims that encounter system edits to ensure accurate release
- Maintain and update accounts for professional courtesy, employee health, and special billing requests
- Perform pre-bill review of claims prior to submission to the clearinghouse
- Correct invalid and rejected claims returned by the clearinghouse
- Coordinate workflow, provide support, and audit tasks assigned to offshore vendors
- Maintain compliance with healthcare regulations and industry standards
- Promote a culture that reflects organizational values and enhances productivity
- Contribute to team efforts and support overall departmental goals
- Performs other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- **Knowledge:** Understanding of revenue cycle management processes, healthcare billing practices, and regulatory requirements
- **Skills:** Proficiency in Microsoft Office applications (Excel, Word, Outlook); strong analytical and problem-solving skills; effective written and verbal communication
- **Abilities:** Ability to analyze data, identify discrepancies, and resolve issues; ability to manage multiple tasks; ability to maintain confidentiality and work collaboratively in a team environment

REQUIRED QUALIFICATIONS

- High School Diploma or GED or equivalent experience
- 2+ years of relevant experience in revenue cycle, billing, or healthcare operations
- Intermediate computer proficiency
- Any equivalent combination of education and experience

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- Experience in Revenue Cycle Management, specifically claims submission and Accounts Receivable
- Experience with Imagine (billing system)
- Experience with Availity or other clearinghouse platforms
- Advanced proficiency in Microsoft Office tools

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

- Never Occasionally Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

- Never Occasionally Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

- Never Occasionally Constantly

Moving about to accomplish tasks or moving from one worksite to another.

- Never Occasionally Constantly

Adjusting or moving objects up to 15 pounds in all directions.

- Never Occasionally Constantly

Communicating with others to exchange information.

- Never Occasionally Constantly

Repeating motions that may include the wrists, hands and/or fingers.

- Never Occasionally Constantly

Operating machinery and/or power tools.

- Never Occasionally Constantly

Operating motor vehicles or heavy equipment.

- Never Occasionally Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

- Never Occasionally Constantly

Environmental Conditions

Low temperatures.

- Never Occasionally Constantly

High temperatures.

- Never Occasionally Constantly

Outdoor elements such as precipitation and wind.

- Never Occasionally Constantly

Noisy environments.

- Never Occasionally Constantly

Hazardous conditions.

- Never Occasionally Constantly

Poor ventilation.

- Never Occasionally Constantly



Small and/or enclosed spaces.

Never Occasionally Constantly

No adverse environmental conditions expected.

Never Occasionally Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

Never Occasionally Constantly

Light work that includes moving objects up to 20 pounds.

Never Occasionally Constantly

Medium work that includes moving objects up to 50 pounds.

Never Occasionally Constantly

Heavy work that includes moving objects up to 100 pounds or more.

Never Occasionally Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date