



Job Description

Job Title:	Funding Coordinator
Location:	Lower Burrell, Pennsylvania
Reporting to:	VP of Operations
Hours:	Full-time 40 hours per week
Contract:	Permanent
Salary:	\$36,000 - \$39,000 dependent on experience + competitive benefits

The Company

Smartbox creates technology that gives a voice to people that don't have speech. Our products include a combination of specialist hardware, software and content and are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want to support them by promoting an inclusive culture within our team.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US.

The Job

The primary responsibilities of the Funding Coordinator will be to process prior authorization requests and billing for Smartbox products through Medicaid, Medicare, and Private Insurance.

Duties will include:

- Review incoming funding packets to ensure accuracy
- Enter all funding information into CRM database
- Verify patient eligibility
- Follow up with customers to obtain missing/incomplete documentation
- Contact insurance companies to acquire prior authorization to provide products
- Resolve discrepancies by initiating and tracking corrective action for the funding requests
- File claims to appropriate funding sources
- Monitor all applications in the approval process by seeking information and checking on status regularly
- Assure up to date status reporting is provided to key internal and external partners
- Maintain and organize the incoming requests from other team members, whether presented in person, via reporting, or from the task manager

Smartbox

- Coordinate with the management team, product specialists, and other associates as required
- Follow Smartbox procedures to maintain federal and state mandated regulations

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- Excellent interpersonal communication skills
- Excellent time management strategies, being able to quickly prioritize tasks
- Excellent written English skills
- Attention to detail
- Able to adapt to a fast-changing work environment as the US operation grows
- Patience
- Willingness to learn
- Positive and pro-active attitude with a “can do” approach

Useful skills/attributes

- Knowledge of Assistive Technology
- Experience of disability
- A valid driving license

Rewards and benefits

Smartbox offers comprehensive benefits including:

- Smartbox offers 22 days’ vacation and 11 public holidays,
- Comprehensive medical insurance,
- 401K retirement,
- HSA fund provided,
- Long-term sick,
- Salary based on experience,
- Laptop and home working IT kit provided,
- Flexible working,
- Training and development opportunities.

We’re committed to creating an inclusive culture, encouraging diversity of people and thinking. Anyone can find a home at Smartbox – we would love for you to apply. ❤️

Please outline your experience and ability to excel in this role within your covering letter.