



a not-for-profit organization | [www.developmentalfx.org](http://www.developmentalfx.org)  
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## Insurance Coordinator - Pediatric Therapy Clinic

**Location:** Denver, CO

**Job Type:** 32 hours, Full-time, onsite

**Pay:** Salaried, Pay Range \$50,000 - \$57,500

**Benefits:** Monthly \$250 health stipend, paid time off and holidays, flexible schedule with core hours, 9 am - 1 pm

## About This Role

**Developmental FX (DFX)** is a multidisciplinary clinic and resource center based in Denver. Grounded by our *Therapy that fits* philosophy, we improve understanding and delivery of care for those with neurodevelopmental and mental health challenges. Our mission is to prepare children with developmental differences for a bright future of engaged belonging by equipping them, their families, therapists, and teachers via innovative programming in Colorado and around the world.

Join our growing pediatric therapy clinic as an Insurance Coordinator and serve as the vital link between families, our billing team, and clinical staff. This dynamic role combines family advocacy, credentialing expertise, and operational coordination to ensure seamless insurance operations and exceptional client care.

## What You'll Do

### Family Communication and Support

- Serve as primary point of contact between billing department and caregivers and families regarding all insurance matters
- Translate and explain complex insurance benefits information provided by billing department into understandable terms for families
- In coordination with Client Coordinator, ensure collection and updating of required

documentation including insurance cards, identification, completed forms, and financial counseling paperwork

- Conduct follow-up communications to ensure information accuracy and caregiver, family, and client understanding of policies and procedures
- Handle insurance-related family and caregiver inquiries and escalate complex issues to the appropriate designated support team
- When typical processes aren't sufficient, coordinate payment arrangements and communicate billing department collection efforts to families and caregivers, as needed

### **Provider Credentialing Management**

- **Manage credentialing** for CAQH, Kaiser, Optum/United Healthcare, and Medicaid
- **Application Submission:** Prepare and submit credentialing applications for all insurance networks, ensuring completeness and accuracy
- **Follow-up and Tracking:** Monitor application status, respond to requests for additional information, and ensure timely completion of credentialing processes
- **Provider Paneling:** Verify that clinicians are correctly paneled with insurance networks and resolve any discrepancies
- **NPI Setup:** Coordinate National Provider Identifier (NPI) registration and setup for new providers as needed
- **Credential Monitoring:** Track credentialing renewal dates and initiate re-credentialing processes to prevent lapses
- **Documentation Management:** Maintain comprehensive credentialing files and database with all provider credentials, licenses, and certifications
- **Provider Directory Updates:** Ensure accurate provider information is reflected in insurance company directories and online portals
- **Support Regulatory Compliance:** Including HIPAA, state licensing requirements, and insurance network standards
- **Assist and Coordinate Expansion of Insurance Agencies** included in the DFX in-network options as directed by the clinical practice manager

### **Billing Department Coordination**

- Ensure completeness of patient documentation before services are rendered by coordinating seamless processing between agencies and roles
- Coordinate with Client Coordinator to prevent appointment conflicts due to

authorization or documentation issues

- Coordinate collection of additional documentation from caregivers, families, and clients, as requested by billing department (e.g., change of provider form or past treatment plans for releases)
- Coordinate communication with insurance companies related to EFT payment set-up, paperless communication and additional claim correspondence and records requests
- Facilitate coordination of care and communication with billing department when complex situations arise and typical processes are not sufficient or more personal communication is warranted (e.g., facilitate communication between billing department and caregivers and families regarding verification results, authorization updates, or billing questions)
- Support revenue cycle management through effective family and caregiver communication regarding payment and paperwork responsibilities
- Stay current on coding and reimbursement rates and practices; coordinate with finance and billing on communication of any changes to staff
- Maintain accurate documentation of all caregiver, family, and client interactions and communication outcomes

## **Health Records Management**

- Coordinate with Learning Coordinator and Clinical Practice Manager/Privacy Officer to facilitate annual clinic forms updates and clinician/staff training related to compliance and credentialing
- Maintain organized filing systems for insurance documentation, credentialing records, and family communications
- Ensure annual client forms are updated, collected in a timely manner, and filed

## **What We're Looking For**

### **Required Qualifications**

- **3-5 years** of healthcare insurance coordination or credentialing experience; Colorado-specific experience highly desired
- **Proven experience** with CAQH ProView, Kaiser, Optum/United Healthcare, and Medicaid credentialing
- **Strong communication skills** with ability to explain complex information clearly
- **Exceptional attention to detail** and organizational abilities
- **Proficiency** in Google Workspace, EHR systems, and credentialing portals

- **Knowledge** of insurance plans (HMO, PPO, Medicare, Medicaid)
- **High school diploma** required; Associate's degree preferred

### **Preferred Qualifications**

- Experience in pediatric healthcare or therapy services
- Professional certifications (CHAM, CPAR, CRCR)
- Bilingual capabilities (Spanish/English)
- NPI registration experience

### **Why You'll Love Working Here**

- **Monday-Friday schedule** (9:00 AM - 1:00 PM core hours with flexible scheduling to reach 32 hours)
- **Professional office setting** with supportive team
- **Meaningful work** helping families access essential multidisciplinary therapy services
- **Collaborative environment** working across multiple departments

### **Key Responsibilities Snapshot**

- ✓ **Family Advocacy:** Guide families and caregivers through insurance processes with patience and expertise
- ✓ **Credentialing Expert:** Manage all aspects of provider credentialing and compliance
- ✓ **Communication Hub:** Coordinate between families and caregivers, billing, and clinicians
- ✓ **Documentation Specialist:** Ensure accuracy and completeness of all insurance records
- ✓ **Problem Solver:** Resolve complex insurance and billing issues efficiently

### **Ready to Make a Difference?**

If you're passionate about helping families navigate healthcare while supporting a dedicated clinical team, we want to hear from you! This role offers the perfect blend of patient advocacy, technical expertise, and operational impact.

**Physical Requirements:** Office environment with prolonged computer use, clear

communication abilities, and occasional lifting up to 15 pounds.

**Schedule:** 32 hours a week, Monday-Friday, 9:00 AM - 1:00 PM core hours, with flexible scheduling and with occasional overtime during peak periods.

## **How to Apply**

### **Required Application Materials:**

- Current resume highlighting credentialing and insurance experience
- Cover letter addressing your experience with CAQH, Kaiser, Optum/United Healthcare, and Medicaid credentialing, and working with families/caregivers
- Three professional references

### **Application Process:**

1. Submit application to [HumanResources@developmentalfx.org](mailto:HumanResources@developmentalfx.org)
2. Phone screening (45 minutes)
3. In-person interview (60 minutes)
4. Final interview with team leadership

**Equal Opportunity Employer** - We welcome applications from all qualified candidates regardless of race, color, religion, gender, sexual orientation, national origin, genetics, disability, age, or veteran status.

**Questions?** Email [HumanResources@developmentalfx.org](mailto:HumanResources@developmentalfx.org)

*Join our mission to prepare children with developmental differences for a bright future of engaged belonging by equipping them, their families, therapists, and teachers via innovative programming in Colorado and around the world. Apply today!*