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Job Description: Reimbursement Specialist Cala Health, Inc.

About Cala Health

Cala Health Inc., an award-winning bioelectronic medicine company headquartered in the San Francisco Bay area, is transforming the standard of care for chronic disease. The company's wearable neuromodulation therapies utilize electricity as medicine, merging innovations in neuroscience and technology to deliver individualized peripheral nerve stimulation, while its vertically integrated commercial model is transforming the delivery of prescription therapies. Cala Health's lead product, Cala Trio™, is the only non-invasive, wrist-worn prescription therapy currently available for essential tremor. Cala Health has new therapies under development in neurology, cardiology, and mental health, and is backed by leading investors in both healthcare and technology. For more information, visit CalaHealth.com.

Our DNA

We're here to empower people to experience greater control over their chronic conditions and more freedom in their daily lives. Our science-first approach and rapid yet rigorous clinical development means we seek excellence in everything we do for customers and our teammates. Inspired by our work, and the talented team members who work with us, we're united in our collective goal to bring about improved, lasting patient outcomes. Join us in building a better future.

The Opportunity

Cala Health is seeking a Reimbursement Specialist to join our growing team. This role will be the main point of contact for new and existing customers throughout the sales process to obtain Cala Health products and services. This position requires the candidate to be on-site at our headquarter location.

Specific Responsibilities also include:

- Guide new and existing patients through the sales and healthcare reimbursement process
- Develop and maintain superior knowledge of company products and their use.
- Educate potential patients about benefits and features of Cala Health devices and therapy.
- Partner with field sales representatives to coordinate the sales process.
- Contact with physicians and clinicians to collect medical documentation to identify medical necessity requirements.
- Investigate patient's insurance benefits.
- Identifies provider restrictions, co-pays, deductibles and other patients cost share responsibilities; communicate outcomes and collect payments.

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- Secure documents requirements for prior authorization; seeks authorizations when warranted.
- Update and maintain database platforms for sales order processing and claim submission preparation.
- Documents all interactions and calls into the customer relationship management (CRM) system in accordance with Quality Assurance, Regulatory and HIPAA guidelines.
- Support company goals and objectives, policies and procedures, Good Manufacturing Practices, and FDA regulations.
- Additional duties as assigned.

Desired Skills and Experience

We are looking for a dedicated and motivated collaborator to support Customer Care in a dynamic, fast-paced startup environment, exemplified by:

- Bachelor's degree is preferred; not required.
- Minimum of 5 years' experience in a Customer Service or related type role.
- Knowledge of managed care industry including government payers.
- Understanding of healthcare plans and benefits related to durable medical equipment.
- Proficient in aspects of reimbursement and revenue cycle management.
- Ability to work collaboratively in a team structure and responsibility delegates next steps to appropriate team members.
- Demonstrates effective problem-solving abilities, attention to detail and ability to prioritize.
- Strong written and oral communication skills.
- Proficiency in Microsoft Word and Excel.

Cala Health believes our success is based on diversity of people, teams and thinking. We offer all employees the tools, training and mentoring they need to succeed. Our selection process is driven by the key requirements for the role rather than bias or discrimination on the basis of a candidate's sex, gender identity, age, marital status, veteran status, non-job-related disability/handicap or medical condition, family status, sexual orientation, religion, color, ethnicity, race or any other legally protected classification.

If you or someone you know might be interested in this position, please submit a resume & an introductory email to careers@CalaHealth.com.

