

Patient Account Services

Job Description

JOB TITLE: Collections Specialist

GENERAL SUMMARY OF DUTIES - Performs account follow-up and resolution of patient receivables.

SUPERVISOR - Collections Manager

SUPERVISES - N/A

DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- Monitor insurance claims by running appropriate reports and contacting insurance companies to resolve claims that are not paid in a timely manner
- Identify coding or billing problems from EOBs and work to correct the errors in a timely manner
- Identify problem accounts and escalate as appropriate
- Update the patient account record to identify actions taken on the account
- Work with patients and guarantors to secure payment on outstanding account balances
- Sort and file correspondence
- Practice and adhere to the "Code of Conduct" philosophy and "Mission and Value Statement"
- Other duties as assigned

KNOWLEDGE, SKILLS & ABILITIES

- Communication - communicates clearly and concisely, verbally and in writing
- Customer orientation - establishes and maintains long-term customer relationships, building trust and respect by consistently meeting and exceeding expectations
- Interpersonal skills - able to work effectively with other employees, patients and external parties
- PC skills - demonstrates proficiency in PC applications as required
- Policies & Procedures - demonstrates knowledge and understanding of organizational policies, procedures and systems
- Basic skills - able to perform basic mathematical calculations, balance and reconcile figures, punctuate properly, spell correctly and transcribe accurately

EDUCATION

- High school diploma or GED required

EXPERIENCE

- At least one year of collections experience required
- Relevant education may substitute experience requirement

CERTIFICATE/LICENSE - N/A

PHYSICAL DEMANDS/WORKING CONDITIONS - Requires prolonged sitting, some bending, stooping and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports. Requires lifting papers or boxes up to 50 pounds occasionally. Work is performed in an office environment. Work may be stressful at times. Contact may involve dealing with angry or upset people. Staff must remain flexible and available to provide staffing assistance for any/all disaster or emergency situations.

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OSHA CATEGORY – The normal work routine involves no exposure to blood, body fluids, or tissues (although situations can be imagined or hypothesized under which anyone, anywhere, might encounter potential exposure to body fluids). Persons who perform these duties are not called upon as part of their employment to perform or assist in emergency care or first aid, or to be potentially exposed in some other way.

SIGNATURE - My signature below acknowledges that I have read the above job description and agree that I can perform the responsibilities and meet the requirements as presented. I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive. I also understand that job responsibilities and requirements may change at any given time based on organizational or departmental needs.

Signature

Date