

THE DOCTORS CLINIC

Excellence in Patient Care

JOB TITLE: Patient Accounts Representative I
REPORTS TO: Business Office Manager
FLSA STATUS: Non-exempt
JOB OVERVIEW: Ensure all private and agency payments are deposited and posted in a timely manner in accordance with all clinic policies and procedures.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

1. Log, deposit, distribute, enter and reconcile all daily deposits in accordance with all applicable policies, procedures and internal controls.
2. Post all payments to patient and customer accounts, including payments from insurance carriers, government agencies and their fiscal intermediaries, self-insured patients and lawyers.
 - Enter and balance all private account payments into clinic billing system within 24 hours of receipt.
 - Enter and balance all agency payments into the clinic billing system within 48 hours of receipt.
3. Initiate refund requests for all private account that have credit balances, following clinic policies and procedures.
4. Generate bank deposit slips and make daily insurance deposits to bank.
5. Post unidentifiable payments to pre-determined accounts.
6. Enter and post charges into billing system.
7. Scan documents.
8. Research obituaries and returned mail; update patient demographics accordingly.
9. Sort and distribute Business Office mail.
10. Print secondary insurance claims and primary EOB's and mail to secondary payers.
11. Produce refund checks.
12. Prepare mailings such as refunds and collections letter.

ADDITIONAL RESPONSIBILITIES:

1. Communicate questions or concerns for prompt resolution.
2. Prioritize work received and complete in a timely manner.
3. Assist other office personnel in the performance of their duties as assigned and as workload permits.
4. Maintain confidentiality of sensitive information.
5. Participate in meetings to put forth ideas and provide insight from own work perspective.
6. Communicate with payers on technical remittance errors via phone/fax.
7. Work as a team member within the business office and all other departments.
8. Document work processes as required.
9. Perform other duties as assigned.

QUALIFICATIONS:

Education: High school diploma or equivalent.
Certification/Licensure: None required.

Experience:

1. Minimum 1 year experience in Accounts Receivable required.
2. Experience in health care environment preferred.

Skills:

1. Knowledge of Accounts Receivable and balancing practices.
2. Medical terminology preferred.
3. Basic computer and keyboarding skills.
4. 10-key by touch.
5. Ability to perform check on own work identifying errors and appropriately correcting them.
6. Must be able to orally communicate ideas clearly.
7. Must be able to read and follow written processes and procedures.
8. Ability to correctly file, organize and distribute source documents.
9. Strong organizational and interpersonal skills.
10. Ability to operate a variety of office equipment including copier, fax, scanner, adding machine.

Other Requirements:

1. Ability to multi-task efficiently and effectively.
2. Must be able to act calmly and effectively in a busy or stressful situation.
3. Ability to communicate effectively in the English language in person, by phone and in writing.
4. Requires adherence to all policies and procedures, including standards for safety, attendance, punctuality and personal appearance.
5. Must be able to establish and maintain effective working relationships with manager and peers.

Physical Requirements:

Hearing: Adequate to perform job duties in person and over the telephone.

Speaking: Must be able to communicate clearly in person and over the telephone.

Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens for long periods of time without eye strain or stress.

Other: Requires sitting for extended periods of time. Requires manual dexterity to operate office equipment. Requires frequent bending, reaching, repetitive hand movements, standing, walking and squatting, with some lifting, pushing and pulling exerted regularly throughout a regular work shift.

The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read the Patient Account Representative I job description and understand the functions and objectives of the position.

Employee Signature: _____ Date: _____

THE DOCTORS CLINIC IS AN EQUAL OPPORTUNITY EMPLOYER