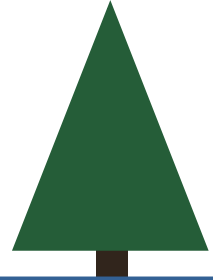




St. Croix Regional Family Health Center



PATIENT ACCOUNT REPRESENTATIVE

TITLE: Patient Account Representative

EFFECTIVE DATE:

DEPARTMENT: Billing

REPORTS TO: Finance Director

SUMMARY OF FUNCTIONS

The basic function of the Patient Account Representative is to locate and notify guarantors and/or third party payors of delinquent accounts, to solicit payment and the timely submission of professional medical claims to insurance companies.

All potential new employees will undergo a background and Office of Inspector General exclusion report and periodically thereafter.

MAJOR DUTIES AND RESPONSIBILITIES:

- Post check receipts and miscellaneous monies received via the mail.
- Post insurance payments received via EFT
- Assist with Pre-verification responsibilities, as needed
- Check eligibility and benefit verification
- Review patient bills for accuracy and completeness and obtain any missing information
- Respond to inquiries concerning account balances. Third party payments, etc. from patients, relative and/or third party payers in a timely manner
- Prepare, review and transmit claims using billing software, including electronic and paper claim processing
- Routinely review all claims that have been entered into the system for 30-45 days
- Check each insurance payment for accuracy and compliance with contract discount
- Contact insurance companies regarding any discrepancy in payments if necessary
- Identify and bill secondary or tertiary insurances
- All accounts are to be reviewed for insurance or patient follow-up
- Research and appeal denied claims
- Answer patient or insurance telephone inquiries
- Maintain appropriate files and records to effectively monitor payment and payment plan arrangements
- Keep up to date with statuses and regulations that could affect the collection of payment (i.e. insurance company changes, collection, regulations, etc.)
- Participates as an involved member in SCRFHC clinic team projects.
- Assist with QI activities.
- Attend required meetings.
- Self-direct, motivate and function successfully in a team environment.

ORGANIZATIONAL RELATIONSHIPS:

The Patient Account Representative reports directly to the Finance Director.

EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS:

- Use of computer systems, software, 10 key calculator
- Effective communication abilities for phone contacts with insurance payers to resolve issues
- Customer service skills for interacting with patients regarding medical claims and payments, including communication with patients and family members of diverse ages and backgrounds
- Problem-solving skills to research and resolve discrepancies, denials, appeals, collections
- Must be able to do basic arithmetic calculations to compute payments and payment plans
- Respect the confidentiality of patient and employee information
- Seek guidance and direction in the performance of responsibilities and duties
- Show ability to recognize and deal with priorities

PATIENT CENTERED MEDICAL HOME DUTIES:

- Practices team-based care
- Involved in huddles on daily basis per huddle procedure
- Attends required staff meetings
- Attends required training meetings
- Participates in clinic and team Quality Improvement processes
- Is invested in fostering patient self-management including involving the PCMH Care
- Attend monthly meetings at which clinics, PCMH, and best-practice procedures and business agenda are addressed
- Attend Performance Improvement Team and other QI committees as assigned

POST-EMPLOYMENT REQUIREMENTS:

Completing assigned courses in Compliatric.

STAFF EXPECTATIONS

- Support and show gratitude to all coworkers.
- Agree to ask for help when needed and ask questions to learn; be willing to grow in your role and position at SCRFHC.
- Be part of the solution.
- Believe and participate in change and be willing to engage in improvement process.
- Model effective teamwork and collaborative communication.
- Provide respectful feedback (in a private setting) when encountering conflicts; ask for help from supervisor as needed.
- Understand and value that everyone's role is important and contributes to the whole organization.
- Be willing to learn, cross train, and share knowledge.
- Model positivity.
- Understand that body language matters.
- Forgive and learn from failure.
- Agree to be flexible and adapt to organizational changes.
- Be mindful of challenges and burdens other colleagues may be facing and be kind.
- Honor and appreciate all forms of diversity.