

JOB DESCRIPTION

JOB TITLE: Patient Account Representative – Follow-Up

DEPARTMENT: Business Services

SUPERVISOR: Business Services Supervisor

JOB SUMMARY: Responsible for assuring that charges are billed on patient accounts in a timely and accurate manner to payers. Serves as the Grand Itasca Clinic and Hospital’s liaison with payers and patients about accounts. Performs any and all other duties necessary for the department to function.

I. JOB DUTIES:

1. Responsible for monitoring the accounts receivable aging reports and other tools to address those accounts that are not paid in a timely fashion.
2. Monitor and resolve all correspondence received, addressing problems with charges or payments in a timely and effective manner.
3. Assure that all patient and billing information is accurate and up to date in the organization’s computer systems.
4. Monitor remittance advice, denials, rejections and on-line systems to address and resolve any rejected claims in a timely manner.
5. Monitors and resolves any electronic and manual claim submission issues.
6. Collaborate timely with the patient, internal team members and other departments as necessary to resolve billing issues.
7. Receives and addresses patient concerns, questions and correspondence timely.
8. Maintain knowledge and understanding of billing system(s) rules, processes and edits.
9. Participates in Business Services special projects as necessary.

II. NECESSITY FOR INDEPENDENT ACTION:

1. Recognize insurance or billing problems and take the necessary actions to correct them, recording all activity in the organization’s computer systems.
2. Investigates inquiries from third party payers to resolve questions or problems with the billing process.
3. Pursue collection efforts with those accounts that are not resolved in a timely fashion.
4. Knowledge and understanding of third party payer reimbursement.
5. Ability to multi-task and remain organized.

III. CONFIDENTIAL INFORMATION:

1. Maintains confidentiality of all pertinent information to assure that employee, patient and visitor rights are protected.
2. Handles all information regarding the organization in a manner that assures strictest confidentiality is maintained at all times.

IV. PERSONAL CONTACTS/COMMUNICATION/BEHAVIOR:

1. Address patients, visitors, families and co-workers in a pleasant, respectful and professional manner.
2. Serves as the organization's liaison with patients or other payers who have questions or concerns about their accounts with the Grand Itasca Clinic and Hospital.
3. Develops and maintains open communication with the Business Services Management.
4. Maintains on-going communication with the other members of the Business Services department and other employees and departments as necessary.
5. Actively participates in the organizations on-going Process Improvement and Quality Initiatives.
6. Maintains on-going communications with insurance companies the organization's contracts with to assist in the processing and filing of claims.

V. PHYSICAL DEMANDS:

See the Physical Rehabilitation Department for the pre-work screen physical demands for this specific job.

VI. ATTENDANCE AND ADHERANCE TO ORGANIZATIONAL POLICY:

1. Does not make willful or repeated violations of the Grand Itasca Clinic and Hospital Handbook policies or standard operating procedures.
2. Arrives for work at the assigned time and in condition to perform assigned duties.
3. Contacts Manager as soon as possible when needing to take a sick day.

VII. QUALIFICATIONS:

1. High school diploma or equivalent.
2. One plus years of recent experience and/or training in hospital and/or clinic billing required.
3. Working knowledge of healthcare billing claim forms and hospital and clinic coding required.
4. Excellent communications skills, both written and verbal.
5. Demonstrated ability to work professionally as a team and with others.
6. Proven computer knowledge with experience in Microsoft Office tools.
7. Ability to work within a team environment as well as be self-directed/independent with minimal supervision.

Employee's Signature

Date

Supervisor's Signature

Date

Original copy must be filed in the Human Resources employee's personnel record.