

Revised June 2009



*“Patient Centered Excellence”*

## **JOB DESCRIPTION**

**JOB TITLE:** Patient Account Representative

**DEPARTMENT:** Business Office

**SUPERVISOR:** Business Office Supervisor

**JOB SUMMARY:** Responsible for assuring that charges on patient accounts are paid in a timely fashion. Will serve as Grand Itasca Clinic and Hospital’s liaison with patients and payers about accounts with the organization. Will perform any and all other duties necessary for the department to function. This list is not all-inclusive and any other task or job may be assigned in the future.

### **I. JOB DUTIES:**

1. Process insurance claims accurately and timely for prompt payments of patients accounts.
2. Responsible for monitoring the accounts receivable aging report and addressing those accounts that are not paid in a timely fashion.
3. Adequately resolve all correspondence received addressing problems with charges or payments in a timely and effective manner.
4. Assure that all patient and billing information is accurate and up to date in the organization’s computer system.
5. Understands and follows through appropriately when pre-certification or referral authorization is required for a patient’s treatment.
6. Monitor remittance advice to address and resolve any rejected claims in a timely manner.
7. Verify insurance information
8. Resolve claim rejections
9. Resolve outstanding account balances with insurance companies.

### **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 service.
2. Investigates inquiries from patients or 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, monitors payments for accuracy.

**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. Develop and maintain open communication with the Business Office Manager.
4. Maintain on-going communication with the other members of the patient accounts department.
5. Actively participates in the organizations on-going Quality Improvement Programs.
6. Maintain 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. Two years recent experience/training in hospital/clinic billing required.
3. Familiar with UB04, CMS1500 claim forms and ICD9/CPT coding.
4. Excellent communications skills, both written and verbal, and demonstrate ability to work with patients in a professional yet courteous manner.
5. Must have integrity, honesty and the ability to maintain strictest confidence of all patient and organization information at all times.
6. Ability to multi-task and remain organized.
7. Must be computer literate at a novice level.
8. Ability to work within a team environment as well as be self-directed/independent with minimal supervision.

Perform other related duties as required. This list is not all-inclusive and any other task or job may be assigned in the future.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

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