

## **Family Health Centers – Job Description**

**JOB TITLE:** Patient Accounts Representative

**DEPARTMENT:** Patient Accounts Department

Revised Date: May 2014

**FLSA STATUS:** Non-Exempt/Hourly

**REPORT TO:** Patient Accounts Manager

**PRIMARY ACCOUNTABILITY:** To perform several Billing functions in the Patient Accounts department to ensure all accounts are timely and manageable.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- 1) Payment posting
  - a) Post payments to patient accounts per remittance advice, to include working all denials on remittance, rebilling all unpaid charges accordingly.
  - b) Post private payments to patient accounts
  - c) Batches received from Finance are to be posted & processed within 5 business days of receiving.
  - d) Reconciles payment totals on remittance advice to amounts posted.
- 2) Charge entry
  - a) Reviews all information in the electronic health record (EHR) to ensure all information that crossed to enterprise practice management (EPM) is accurate.
  - b) Review charges using current ICD-9/10 and CPT coding books. Charge as required.
  - c) Run weekly unbilled encounter report to assure all services have been captured.
- 3) Outstanding Accounts Receivables
  - a) To review outstanding private accounts for monthly payments. Set up payment agreements if necessary.
  - b) To review outstanding insurance claims within 45d of DOS. Rebilling as needed.
- 4) Collections
  - a) Review, monthly, private balance accounts with non payments, following policy and assigning to collection agency as required.
- 5) Completes delegated tasks as assigned.
- 6) Attendance
  - a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system.
  - b) Properly manages paid vacation and sick leave
  - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

### **GENERAL DEVELOPMENT**

- 1) Requires basic organizational skills, typically to organize own work.
- 2) Job duties require the ability to work independently as well as part of a team.
- 3) Job duties are typically performed in response to workflow or ongoing direction by supervisor or others
- 4) Employees are able to effectively select from alternatives to situations encountered on the job
- 5) Employee focus is primarily on their work
- 6) Duties require analysis of information following established methods, not requiring the employees own opinions.

### **PROFESSIONAL & TECHNICAL KNOWLEDGE**

Possesses a basic level of written and oral communication skills, computational and computer skills, and mathematical knowledge, typically acquired through completion of a high school or GED program.

## **Family Health Centers – Job Description**

### **TECHNICAL SKILLS**

- 1) Ability to prepare and interpret financial and statistical reports.
- 2) Proficient in Microsoft Office Suite. To include Microsoft Word & Outlook
- 3) Knowledge of 10 key functions
- 4) Ability to use a multi-line phone system.
- 5) Ability to access web-based applications and programs of others.
- 6) Ability to access and complete data entry into software.
- 7) Fully functional in use of the EPM program.
- 8) Ability to access information in the patient electronic chart.

### **COMMUNICATION SKILLS**

- 1) Employee is required to effectively communicate using FHC's core values; the **Core Dimensions**
  - a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback
  - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
  - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
  - d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
- 3) Job duties require the employee to effectively communicate complex and / or technical information to co-workers or others.
- 4) Job duties require the effective communication of information in written (including electronic) correspondence.

### **WORK ENVIRONMENT**

- 1) Work is performed in an office environment.

## Family Health Centers – Job Description

### TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely ( 1-12%)	Occasionally ( 13-33%)	Frequently ( 34-66%)	Regularly ( 67-100%)
Standing			x		
Walking				x	
Climbing		x			
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length			x		
Fingering					x
Grasping / Holding			x		
Talking					x
Hearing					x
Seeing					x
Work in confined spaces			x		
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment	x				
Work at heights balancing	x				
Use/exposed to hazardous substances	x				

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

**Signature below acknowledges that I have received a copy of my job description.**

\_\_\_\_\_  
*Employee Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Witness Signature*

\_\_\_\_\_  
*Date*