



HARDIN COUNTY REGIONAL HEALTH CENTER

Lifespan Health Center Job Posting

POSITION: Patient Accounts Rep.
LOCATION: New Building

REQUISITION: #1197

Posting Date: 3/31/21

Expiration Date: open until filled

Department: Financial Services

Salary Range: dep. on exp. & education

Reports To: Outreach & Enrollment Manager

Status: Non-Exempt

Position Hours: 8:00am-5:00pm w/required lunch break

POSITION SUMMARY: The Patient Accounts Representative works as a part of the financial services department and is responsible for providing outstanding customer service to patients and their families and assuring their understanding of their financial responsibilities to the Center. This position is responsible to set up patient budgets and post patient payments to patient accounts in accordance with the Center's policies. This position is responsible for assisting self-pay patients in obtaining state assistance or making payment arrangements for their medical treatment at the point of patient registration and the administration of the Center's financial assistance policy. The Patient Accounts Representative also works with eligible patients to apply for applicable assistance programs.

ESSENTIAL DUTIES/RESPONSIBILITIES:

1. Confirms patient insurance eligibility and/or benefits.
2. Receives and posts payments from patients.
3. Generates patient statements and budget letters on a monthly basis.
4. Answers phone calls.
5. Provides customer service to patients inquiring about their patient statements.
6. Sets up and maintains both budget plans and contracts.
7. Determines required deposits, and follows up to make sure payments were made in accordance to Center's policy.
8. Investigates questionable payments that are received and if necessary, initiates the refund process.
9. Audits charts for correct income verification process.
10. Prepares daily patient payment logs, including reconciling cash drawer.
11. Adjusts bad patient checks off and enter notes in practice management system.
12. Discusses and educates uninsured family members on various services offered by the Center and methods of payment for those services.
13. Assists eligible patients with the sliding fee application and proof of income.
14. Assists uninsured patients that do not qualify for the sliding fee schedule with a self-pay contract, which includes quoting prices on various account bill items such as labs and procedures.
15. Ensures all documentation pertaining to the VA account bills, sliding fees, self-pay contracts, bankruptcies, and back-dated insurance information are scanned into the medical records system accordingly along with any necessary alerts.
16. Makes appropriate adjustments to patient accounts in accordance with Center's policies.
17. Provides information about various state assistance programs to the patients and their families and assist eligible individuals on the application process of these programs.

18. Maintains various daily logs for quality and tracking purposes.
19. Communicates account issues related to insurance to Billing Manager via email and scans all accompanying documents.

SPECIFIC DUTIES/RESPONSIBILITIES:

1. Prompt response to e-mail and telephone calls.
2. Exceptional interpersonal skills.
3. Excellent communication.
4. Excellent organizational skills.
5. Manual Payment Posting: Input data from insurance remittance advices and patient payment batches into practice management system.
6. Assists CFO as required or assigned.
7. Performs other necessary duties as required by the health center to meet the goal of providing primary health care services.
8. Demonstrate awareness of age specific, cultural and spiritual practices of patients, staff and visitors.
9. Understands the functional status and physical needs of patients, staff and visitors.

EDUCATION/EXPERIENCE:

1. High school diploma or equivalent required.
2. 1 - 3 years of experience in a medical office working with patient payments and budget plans.
3. Strong analytical, oral, written communication skills.
4. Familiarity with health insurance and other third party billing practices and guidelines.
5. Proficient in Microsoft Word, Excel, Access, Outlook, and the like.
6. Bilingual in Spanish and English a plus.
7. Current, valid driver's license and proof of auto insurance.

TO APPLY:

Internal Applicants: Please complete a transfer form and send to Human Resources.

External Applicants: Please submit a current resume to any Lifespan location.

EQUAL OPPORTUNITY EMPLOYEE

It is the policy of HCRHC not to discriminate against any employee or applicant for employment because he or she is an individual with a disability or a protected veteran, (i.e., disabled veteran, Armed Forces service medal veteran, recently separated veteran, or other veteran who served during a war, or in a campaign or expedition for which a campaign badge has been authorized). It is also the policy of HCRHC to take affirmative action to employ and to advance in employment, all persons regardless of their status as individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation and selection for training, including apprenticeship, at all levels of employment.