



Job Title: Patient Account Representative
Department: Patient Accounts
Supervisor: Patient Accounts Supervisor
FLSA Status: Non-Exempt
Approved Date: 10-25-21

Position Summary

Performs all duties associated with assisting clinic staff, patients, and insurance representatives regarding charges and payments for services rendered in the clinics of Community Health of Central Washington.

Essential Duties and Responsibilities include the following. Other duties may be assigned

Posting Payments and Denials:

1. Enters payments; either electronically (ERA's) or manually within policy guidelines.
2. Posts patient payments appropriately.
3. Balances payment batches against the deposit for the batch.
4. Works closely with accounting in order to balance payments to deposits.
5. Posts denials into practice management system for tracking and follow-up by the follow-up team.

Charge Entry:

1. Enters charges as necessary.
2. Enters specialty charges; i.e. dental, hospital, etc.

Accounts Receivable Duties:

1. Prepares authorizations for write-offs under the direction of the supervisor.
2. Posts patient and insurance refunds.
3. Processes collection payments.
4. Prepares refund documentation and list for Accounting Manager's approval on a routine basis.
5. May be assigned routine insurance follow-up for particular payers as needed and assigned by the patient accounts Supervisor.

Patient Interactions:

1. Answers patient questions about statements including charges and payments.
2. Takes patient payments over the phone and post to the accounts.
3. Handles difficult patient calls to determine and resolve issues
4. Serves as a resource to help patients understand basic terms and benefits related to health insurance coverage.
5. Answers in-person and telephone questions about charges, coding, billing policies, and payment arrangements.
6. Conducts face-to-face meetings with patients as needed.

Clinic Staff interactions:

1. Answer all questions regarding billing and collections received from clinic staff.
2. Interact professionally with all clinic staff.

Other Duties:

1. Identifies system and process issues and refers them to a supervisor in a timely manner.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers;

uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED) and one-year related experience and/or training; or equivalent combination of education and experience.

Certificates, Licenses, Registrations

CPC Certification desirable

Bilingual

Bilingual in Spanish/English is preferred

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; sit and reach with

hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date