

Patient Financial Services Representative



Job Family Description - HEALTH SERVICES- Reports to: Billing Supervisor

This job family provides support to the organizations fiscal and billing department, and to be an active, valued member of the Team. Jobs in this family maintain the highest confidentiality in regards to patient records and utilizes a team based approach. To perform this job successfully, an individual must be able to perform the duties listed below satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications:

- ▶ High School Diploma; Associates degree preferred. Experience and/or training in billing and charge entry; or equivalent combination of education and experience. Satisfactory professional references.
- ▶ Certified Coder from the American Health Information Management Association and/or American Academy of Professional Coders preferred, but not required.
- ▶ Experience: 2-5 years of related experience preferable in a clinical setting.

**Work Level/
Finance**

Duties

- Review and post all denial for Medicaid, Medicare, and all other commercial insurances for the organization.
- Responsible for the timely preparation and release of monthly denial report to supervisor.
- Contact other healthcare facilities as necessary to obtain authorization for Carolina Access patients
- Responsible for processing refund request letters received from various payers in a timely manner.
- Review claim status for accuracy to assure that payment is received.
- Complete file resolution inquiries for Medicaid and/or complete appeals form for Medicaid and commercial insurance
- Maintain open claims reports and aging reports for Medicaid and commercial payments
- Will attend trainings for Medicaid or any other relevant billing seminars.
- Submit all denied electronic claims via mail for payment approval, must utilize the appropriate CPT and ICD 9/10 codes prior to submission.
- Prepare correspondence letter for patients and/or insurance company stating reason for claim denial.
- Prepare Medicaid itemized statement as requested by the Department of Social Services or the patient.
- Submit Day sheet on a daily basis to Patient Financial Services Supervisor as needed.
- Addresses bad debts according to KCHC protocols.
- Batch out posted charges and payments
- Maintain receipt of all incoming checks and payments for medical services.
- Completes all other duties as assigned.

Patient Financial Services Representative cont.

Knowledge, Skills, & Abilities	Core Competencies
<ul style="list-style-type: none"> ▶ Demonstrates concern for the rights, privacy and confidentiality of patients and staff ▶ Communicates with employees, coworkers, and visitors in a courteous manner. ▶ Demonstrates effective communication recognizing diversity among age groups, cultures, and educational levels. ▶ Prioritizes work activities to achieve maximum efficiency and uses time management to complete task and assignments during the allotted time frame. ▶ Maintains acceptable attendance record ▶ Adheres to all applicable Center and departmental rules, policies and procedures. ▶ Participates in continuing education, in-services, staff developments and meetings. ▶ Participates fully in KCHC Corporate Compliance Program. ▶ Completes all other duties as assigned. <p>SUPERVISORY RESPONSIBILITIES</p> <p>None</p>	<ul style="list-style-type: none"> ▶ 1. Communication <ul style="list-style-type: none"> – In addition to using highly developed analytical, technical, computer, oral, and written communication skills, uses high-level persuasion and negotiation skills. ▶ 2. Judgment/Decision Making <ul style="list-style-type: none"> – Provides input into strategic decisions that affect planning, policies, practices, and operations for a department, function and/or school/college. ▶ 3. Accountability & Self-Management <ul style="list-style-type: none"> – Has full responsibility for interpreting, organizing, and executing assignments. ▶ 4. Supervision <ul style="list-style-type: none"> – Receives limited direction typically related to complex projects/situations. ▶ 5. Problem-Solving & Analysis <ul style="list-style-type: none"> – Is generally expected to interpret and apply institutional policies, manage resources and initiate actions to achieve broadly defined objectives. <p><i>I certify that I have read the entire job description and understand the duties of this position.</i></p> <p>Employee Signature: _____ Date _____</p>

*** The statements described in this job description is the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.*