

JOB DESCRIPTION

Job Classification: Patient Account Specialist

Reports to: Revenue Cycle Administrator

Supervisor: None

Last reviewed: 01/04/2023

POSITION PURPOSE:

Responsible for all aspects of patient accounts receivable for Valley View Health Center including, but not limited to, medical, dental, and behavioral health services. Contacts patients to resolve current as well as past-due accounts. This person also takes part in handling follow up questions from internal and external customers and works on resolving any discrepancies or errors. Works closely with the Revenue Cycle Administrator and staff to ensure department goals and objectives are met.

MINIMUM QUALIFICATIONS:

Education: High School diploma or GED required. Associate degree in Business or related field preferred.

Experience: Experience in customer service, customer billing or business administration required. Two years billing experience preferred.

Equipment/Skills: Operating basic office equipment, answering phones, typing skills, ten-key, computer skills- Microsoft Word, Excel, and Internet. Ability to maintain accuracy, interpret accounts and records, persuade and influence others.

Physical Demands: Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodations.

PRIMARY JOB RESPONSIBILITIES

- A. Accepts phone calls from internal and external customers to resolve billing questions.
- B. Assist clinic staff with calculations and questions regarding Sliding Fee Discount program.
- C. Answers patient's questions regarding statements.
- D. Identify patient accounts for collection action when accounts become delinquent or when unable to contact patient or responsible party.
- E. Receive and post patient payments.

- F. Set up and monitor payment plans for patients who are unable to pay balance in full.
- G. Timely follow up of patients accounts receivables.
- H. Back up to the Billing Specialists when needed.
- I. Performs other related duties as assigned. Standards:
 - Follows guidelines established at time of assignment.
 - Accepts assignments willingly.
 - Prioritizes workload to ensure timely completion of assignment.
 - Asks appropriate clarifying questions relative to scope of assignment.

ACKNOWLEDGMENT:

I have read and understand the above Job Description, and agree with it.

Employee Signature

Date

Supervisor Signature

Date