

PATIENT ACCOUNT REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: This position involves performing a wide variety of duties in maintaining cooperative relationships with patients, their families and/or third-party payers in facilitating payment for clinic care and services. The work is performed under direct supervision with considerable leeway allowed for the exercise of independent judgment in dealing with individual patients under established policy guidelines. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews patients to obtain billing information as well as to explain department policies;
Makes financial arrangements for payment;
Obtains necessary information to complete required forms at time of clinic services;
Mails itemized statements to patient's insurance carrier or third-party payer while following a monthly payment schedule;
Arranges for payment by self-pay patients in accordance with established guidelines;
Generates patient's bills, receives money for services and prepares receipts;
Contacts insurance carriers, employers and governmental agencies to verify insurance coverage or eligibility for benefits;
Answers questions from patients and relatives in regard to department policy, charges for care and available benefits;
Secures third party benefits information from patients and/or their relatives;
Contacts third-party payers and insurance carriers when payment is not made within a reasonable time after billing;
Interviews patients and completes clinic services encounter form for billing purposes;
Advises staff regarding patient registration and data collection and billing;
Coordinates third-party billing with billing department and/or patient or guarantor;
Compiles daily transmittal reports of revenue received, accounting reports and other necessary reports;
Interprets a variety of computerized reports utilized to correct billing problems, compile statistics and prepare financial reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of bill collection practices and techniques;
Good knowledge of office terminology, procedures and equipment;
Good knowledge of business arithmetic and English;

Ability to understand and follow oral and written instructions;
Ability to establish and maintain cooperative relations with patients and others;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to accurately compute fractions, decimals and percentages;
Ability to operate a personal computer;
Good judgment;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and one year of clerical experience involving bill collection and account keeping activities with a health care agency, collection agency, credit bureau, independent credit agency, bank or office.

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COMPETITIVE