

**PATIENT ACCOUNT REPRESENTATIVE
CLERK IV
POSITION IV**

Reports to: Billing and Collections Director
Departments: Patient Business Office
Classification: Clerk IV Position IV
Date: April 2022

Job Summary:

The Patient Account Representative is responsible for all aspects of accounts receivable billing and follow-up of all insurance payers, along with payment posting and credit balances.

Essential Functions:

- This position is responsible for assigned insurance carriers and/or financial classes assigned by Billing and Collections Director. This includes claims, follow-up, credits, etc.
- Responsible for tracking electronic EOBs for electronic EFTs.
- Assist with month end process to ensure all cash receipts are complete and EFTs are accounted for by working directly with administrative staff. Ensure also that all payments and adjustments are taken prior to the month end closing.
- Must be able to navigate inside the electronic medical records (EMR) system to abstract needed data for billing purposes or release of medical records as needed.
- Prepare and submit claims for payment to insurance carriers, which includes primary, secondary and tertiary claims, both electronically and by paper if needed.
- Back up for processing bill runs.
- Utilize the claims clearinghouse to manage claims with errors, denials or no payer responses.
- Work account receivable reports as needed to ensure all claims are followed up on to resolution.
- Work credit balances in a timely manner and prepare insurance refunds.
- Prepare Medicare Credit balance reports as needed as back up to Director.
- Post all insurance and self-pay payments. This includes electronic posting as well as manual entry.
- Prepare cash receipts batch and scan all documents into designated folder on N Drive.
- Work with Administrative staff as needed in regards to cash receipts.
- Work within insurance portals for claims follow-up as well as checking eligibility.
- Assist staff with researching qualifications and insurance needs around Swing admissions as well as Non-skilled admissions, which includes authorizations as needed.
- Responsible for all aspects of Long Term Care Facility billing as well as working closely with representatives of Senior and Persons with Disability Office as necessary.

- Prepare statements for non-skilled patients as well as billing DMAP for those that have Medicaid coverage.
- Have knowledge and understanding ICD-10CM, CPT, and HCPCS coding.
- Work closely with hospital and clinic coders on any coding issues.
- Work with hospital provider credentialing department on any known issues.
- Work with claims clearinghouse on any problems or build that needs to be done to ensure the most efficient use of the system.
- Perform necessary EDI enrollments for claims submission, eligibility, claim status and remittance advices.
 - If enrollment starts the process for enrollment paperwork, complete necessary information and forward document to MCHD CFO for approval and signature. Take additional steps as needed to ensure paperwork is submitted to Clearinghouse in a timely manner.
- Provide assistance to Clearinghouse to configure trading partners as needed.
- Exhibit the ability to understand all charges posted to a patient account along with diagnosis codes and payments to ensure proper billing and reimbursement.
- Answer any questions patients may have in regards to their account, including billed charges and payments or denials from the insurance and to work through any issues in a timely and professional manner.
- Refer any patient complaints about their bill to the appropriate person. Clinic billing issues will be reported to the Clinic Director at the clinic where services were provided.
- Perform follow-up and process additional information as necessary with insurance carriers, third party payors, and guarantors until accounts are paid in full, in accordance with the collection policies of the department. Ensure that all claims are managed in a competent, complete, and professional manner.
- Maintain a high degree of knowledge concerning billing rules and regulations by keeping current with changes published in the various bulletins, manuals, etc. that will be provided by the District and attend training at industry seminars, schools, and other facilities as required.
- Document all patient and third party contact and inquiries made in person, by telephone, or mail in the proper forms and files.
- Responsible for providing patients with financial alternatives and refer to financial counselors as needed.
- Sign up new staff (billing and clinic) with websites needed to check eligibility and claims information.
- Bring to supervisor's attention any problems regarding Patient Business Offices processes and procedures, patient accounts, or other issues.
- Maintain high ethical standards as set forth in the Employee Handbook and MCHD Personnel Policies.
- Maintain confidentiality and professionalism concerning patient matters.
- Maintain data for and complete required monthly and quarterly reports as assigned.
- Maintain professionalism when interacting with patients, family, and all visitors.

Additional Responsibilities:

- Back up the hospital admissions staff as needed in daily functions, phones, opening/closing, etc.
- Obtain necessary data from patients and/or family for proper documentation. This includes outpatients, inpatients, and emergency department, swing, and observation admissions as needed.
- Coverage for vacation and sick leave for co-workers in the PBO.

Maintain a safe and neat work area. Maintain professional conduct at all times. Report all accidents and/or safety violations immediately. Perform other duties and responsibilities that may become necessary as directed by your Supervisor or the District Administrator.

Required Knowledge, Skills, Abilities, And Competency:

- Graduate from High School or GED required
- Must be highly accurate, organized, and able to multi-task.
- Must meet the qualifications to be a bonded employee
- Knowledge of computers, office equipment, multi-line phone systems, and general office skills.

Working Conditions:

- Occasional exposure to blood, body fluids, infectious waste, hazardous materials, noise.
- Be able to lift frequently over 10 pounds.
- Able to perform hand, eye, and foot coordination on a constant basis.
- Be able to sit for long periods of time.
- Ability to communicate clearly with all patients, visitors, and staff and to read and understand written instructions.
- Ability to concentrate on detail with constant interruptions and be able to prioritize job tasks.
- Flexibility in work schedule changes.
- Be able to remember day to day schedule changes and assignments.

I have read the above position description. I will perform the position to the best of my ability. A copy of this position description will be placed in my personnel file.

Signature of Employee

Date