

TITLE:	Business Office - Patient Financial Coordinator II
CLASSIFICATION:	Non-Exempt, Hourly
HOURS OF WORK:	Full time, 8am – 5pm
REPORTS TO:	Business Office Manager and Clinic Manager

SUMMARY

The Patient Financial Coordinator II is responsible for financial activities related to patient and insurance billing and collections. Assumes responsibility and is accountable for adherence to WC policies and procedures, as well as all applicable federal and state laws as they pertain to healthcare and employment.

ESSENTIAL DUTIES

- Develops relationships with patients providing counseling regarding their fiscal responsibilities in relationship to their care. Prescreens appointments prior to services, obtains benefit information, relays coverage information to patients and collects out of pocket payments and/or sets up payment plans.
- Posts charges for services to patient accounts, ensuring correct billing for these services following company, federal and third-party insurance carrier billing rules and regulations.
- Responsible for patient and insurance accounts receivable, following up as needed to ensure collection of monies owed from all sources.
- Accountable for reducing delinquency for assigned accounts. Calls patients regarding past due balances, processes and reviews account adjustments, resolves client discrepancies and short payments. May process patient refunds.
- Reviews accounts and makes recommendations to physicians regarding next steps in collection activity.
- Reviews and processes mail returns and patient statements.
- Answers inbound calls and makes outgoing and return calls in a courteous and efficient manner. Accurately and efficiently records, routes, and re-routes messages as needed.
- Responsible for protecting Personal Health Information (PHI) and maintaining compliance with WCs Privacy Policy. Uses the minimum PHI necessary when completing assignments.
- Promotes, establishes, and maintains open and effective communications with all members of WC.

SECONDARY DUTIES

- Assumes responsibility for various department functions in the absence of staff members or in overload situations.
- Acts as back up for prior authorizations and referrals.
- Participates actively and helpfully in special committees as assigned by management and/or physicians.
- Completes assigned compliance and/or competency training.
- Any other duties as defined by management or physicians.

SUPERVISORY RESPONSIBILITY

This position does not supervise any employees.

EDUCATION AND EXPERIENCE

Minimum of a High School Diploma and three years of related experience. Work related experience should be in the medical business office environment and include collections.

COMPETENCIES

- Working knowledge of general medical terminology, CPT and diagnosis coding, medical insurance and managed care.
- Exceptional organizational and time management skills to ensure maximum productivity.
- Exceptional verbal, written, and interpersonal communication skills with the ability to apply common sense; to carry out instructions, write reports, correspondence, and speak clearly to patients, employees and owners.
- Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to work with little supervision while performing duties.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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 essential duties.

- Frequently required to talk, hear, and convey or exchange information in a clear and concise manner.
- Requires close visual acuity to perform an activity such as viewing a computer terminal; reading business periodicals, professional journals, and technical procedures; and analyzing data and figures.
- Frequently required to stand, walk, and/or move about the office to accomplish tasks.
- Frequently required bend, sit, stoop and stretch.
- Occasionally required push, pull, reach, and/or transport supplies and or equipment to various locations within the office. 10-50 pounds.
- Frequently uses arms, hands and fingers for grasping, pushing/pulling, twisting/turning of wrists, and manipulating in the performance of various clerical duties such as typing, writing, and maintaining files; and/or to operate technological equipment.
- Rarely required to have full range of body motion in order to assist, move, and/or lift patients. 75+ pounds.