

TITLE: Business Office - Patient Financial Coordinator
CLASSIFICATION: Non-Exempt, Hourly
HOURS OF WORK: Full time, Varies
REPORTS TO: Business Office Manager and Clinic Manager

SUMMARY

The Patient Financial Coordinator (PFC) is responsible for financial activities as related to patient and insurance billing. 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

- Obtains benefit information for services provided to patients by prescreening appointments prior to services, relaying this information to patients, allowing for prior authorization, obtaining referrals, and collection out of pocket payments from patients.
- Develops relationships with patients providing counseling regarding their fiscal responsibilities in relationship to their care.
- May post charges for services to patient accounts, ensuring correct billing for these services following company, federal and third party insurance carrier billing rules and regulations, following up as needed to ensure collection of monies owed from all sources.
- 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.
- May provide backup support for the front desk, including but not limited to: patient check in and out, appointment scheduling, routing of incoming calls, suite opening and closing, and medical records duties.
- 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 two years of related experience; or equivalent combination of education and/or experience. Work related experience should be in the medical business office environment. Educational experience, through in-house training, formal school or related curriculum, should be applicable to medical billing and/or accounting.

COMPETENCIES

- Advanced 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 clients, 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. This position will occasionally have exposure to contagious diseases; bodily fluids including blood; toxic substances; medicinal preparations and other conditions common to a clinical environment.

This position requires up to 5-10% travel to other WC locations.

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.

- Continually 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.