



5501 NW 62nd Terrace, Suite 100
Kansas City, MO 64151
(816) 842-1974 - fax
(816) 842-4440 - phone

JOB TITLE: Patient Account Representative/Collections Specialist

ESSENTIAL DUTIES:

- Manage and monitor patient accounts
- Send delinquent letters when accounts are over 90 days
- Monitor patient payments
- Work accounts for collections
- Work in conjunction with the collection agency on account balances
- Work in conjunction with A/R team to research and resolve denied commercial/government insurance claims.
- Provide superior customer service to patients regarding account issues or concerns
- Proficient at reading ERA's, HCFA's, EOB information
- Responsible for maintaining current knowledge of coding guidelines and relevant federal regulations through the use of current CPT codes, HCPCS, and ICD 10 materials.
- Knowledge with electronic claim filing thru clearinghouse
- Knowledge of DME billing.
- Verifies that all patient demographic and insurance information is current.
- Resolve patient billing questions and contact appropriate sources when necessary
- Ability to work in a team environment.

EDUCATION/QUALIFICATIONS:

- High school diploma or GED
- Experience in a physician billing office, preferably in a family practice setting
- General understanding of basic accounting principles
- Proven ability to analyze patient accounts
- Knowledge of medical terminology
- Knowledge of customer service concepts
- Ability to communicate clearly and positively
- Ability to work in a team environment

ENVIRONMENTAL/WORKING CONDITIONS:

- Work is performed in a typical, well-lighted office and exam/procedure room setting
- Work involves frequent contact with staff and patients
- Work involves considerable walking, standing, bending, twisting, and reaching
- May required to lift a maximum of 30 pounds