SIMPLIFIED
MEDICAL MANAGEMENT

Simplified Medical Management

Job Description – Collections Specialist

Department: Patient Accounts - Collections

Reports To: Revenue Cycle Manager

Position: Full-Time

Job Category (FLSA status): Non-exempt

Approved By: Vickie Davis, Revenue Cycle Manager

Revision Date: 04/03/19

Effective Date: 11/27/17

Purpose

The Collections Specialist is responsible for past due accounts, return mail, and assisting with patient payments. The Collections Specialist may provide support or back up to other staff members as required. This may include posting payments, back-up for Legal requests, and others.

Essential Functions

- Responsible for all patient service calls as part of the call center. Answers phone in a courteous, efficient manner to ensure an A+ patient experience.
- Responsible for statement review follow-ups; turning over to collection agency according to protocol.
- Mail return clerk
- Responsible for Collection agency correspondence
- May serve as back-up to Legal Record Request specialist
- Assist patients with statement and account balance questions.
- Assist patients with payments and answering any questions they may have.
- Other duties as assigned.

Knowledge & Skills

- The ideal candidate would be well rounded in and have extensive knowledge and understanding of Accounts receivable and collections.
- Medical Industry Experience a plus.
- Ability to work well with patients and staff
- Project management skills with ability to multi-task
- Requires excellent oral communication skills
- Excellent analytical skills
- Impeccable professional reputation with high degree of energy, integrity and positive spirit.
- Must be educated on and compliant with HIPAA.
- Knowledge of EOB's.
- Proficient in reading and analyzing remits.

- At least 2 years working in an AR/Collections environment.

Education

- High School graduate or equivalent
- Minimum of 2 years' experience in AR/Collections desired.

Computer Skills

- Advanced skills in Microsoft Office applications, specifically Word, Excel, and Outlook (all required)
- Experience with health AR/Collections billing software applications and web-based systems.

Physical Work Demands

- Able to sit and work at a computer keyboard for extended periods of time
- Able to perform general office administrative activities
- Requires normal, correctable vision and hearing
- Able to lift and move up to 5 pounds occasionally

Other Work Demands

- Regular and on-time attendance
- Strong organizational and time management skills

Note: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required and are not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with this job.

Simplified Medical Management and The Radiology Clinic are in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees and will make reasonable accommodation when necessary.

If hired, I would be able to perform the essential functions of the job with or without a reasonable accommodation.

_____ _____

Signature Date