



Job Description – Insurance Payment Specialist and Customer Service

Department: Billing, Coding, Insurance, Collections

Reports To: Accounts Receivable and Collections Supervisor

Position: Full Time

Job Category (FLSA): Non-exempt

Approved By: Billing Manager

Revision Date: 04/04/2017

Effective Date: 04/04/2017

Purpose

The Radiology Clinic's culture calls for superior customer service, excellent understanding of best practices medical insurance payments and a commitment to team problem solving and solutions. This position will post both paper remits and electronic remits for multiple insurance carriers, multiple Hospitals and multiple physicians.

Essential Functions

The keys to success in this role include:

- Reconciling all cash from deposits to accounts posted.
- Ability to perform complex calculations to arrive at the correct patient responsibility and adjustments.
- Posting all patient and insurance payments for assigned segment within 24 hours of receipt.
- Posting all zero-payments within 48 hours of receipt
- Working in multiple systems ensuring all patient accounts are balanced, posted and reconciled.
- Performing necessary contractual adjustments on accounts.
- Analyzing data, identifying issues, reaching conclusions, and proposing strategies for resolution of complex reimbursement issues.
- Working collaboratively with Manager and other coding and reimbursement staff to research third party payer medical and administrative policy that may affect billing operations. Assists Manager to communicate changes to physicians, clinicians and staff. Assists in the development of policies and procedures related to coding and billing compliance.

- Utilizing the electronic health record, health information systems, and healthcare applications and has a good working knowledge of information technology.
- Assisting Manager to develop, implement, maintain and monitor policies and procedures related to correct coding and compliant documentation.
- Maintaining confidentiality in regards to patient account status and the financial affairs of the clinic/corporation.
- Answer incoming calls to The Radiology Clinic and transfer to the appropriate party.

Requirements and Other Duties

- At least 2 years working A/R in a medical billing environment.
- Experience keying charges, posting payments and calling insurance companies to obtain status and eligibility.
- Knowledge of EOBs.
- Proficient in reading and analyzing remits
- Knowledge of Modifiers, Global Periods and Medical Necessity guidelines.
- Knowledge of insurance guidelines especially Medicare and Medicaid.
- Experience with medical billing software technology.
- Must be educated on and compliant with HIPAA.
- Prior patient call experience highly preferred
- Impeccable professional reputation with high degree of energy, integrity, and positive spirit.
- Experience supporting multi-sites facilities a plus.
- Knowledge of medical terminology, abbreviations, techniques and radiology procedures.
- Ability to organize and effectively work on multiple projects at one time.
- Excellent written and oral communication skills.
- Excellent analytical skills
- Other duties as assigned.

Supervision

Works under the general supervision of the Accounts Receivable and Collections Supervisor. No Supervisory Duties Required.

Work Experience

- 3-5 years of experience in health insurance, including claims, billing, and posting payments is preferred.
- Basic bookkeeping knowledge required.

Education

- High school diploma or equivalent
- 2 or 4-year college degree is preferred, but not required.

Computer Skills

- Advanced skills in Microsoft Office applications, specifically Word, Excel, and Outlook.
- Knowledge of e-mail/scheduling software applications.
- Experience with health insurance billing software applications and web-based systems

Other

- Strong mathematical aptitude.
- Strong organizational and time management skills.

Working Conditions

Physical Work Demands

- Able to sit and work at a computer keyboard for extended periods of time.
- Able to stoop, kneel, bend at the waist, and reach on a daily basis.
- Able to perform general office administrative activities: copying, filing, delivering and using the telephone.
- Able to lift and move up to 25 pounds occasionally.
- Requires normal, correctable vision and hearing.

Mental Work Demands

- Regular and on-time attendance.
- 40 hours per week, with occasional overtime required.
- Infrequent travel by conventional means including aircraft, motor vehicle and the like within the region and to other locations as required.

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.

The Radiology Clinic is 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