



JOB DESCRIPTION

JOB TITLE: Patient Accounts Representative
EXEMPTION STATUS: Exempt Non-Exempt
REVISED DATE: March 2022

SUMMARY: Under supervision of the Billing and Collection Manager or other manager, the Patient Accounts Representative is responsible for handling insurance matters on patient accounts by representing the corporation in dealing directly with the hospital, the patients, clinical offices, and/or third parties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Reviews insurance claims to ensure accuracy of information and appropriate attachments prior to submission to insurance carriers.
- Communicates with insurance company (either written or verbal) concerning patient's account.
- Communicates with patient to resolve insurance questions, problems, or payment.
- Reviews Explanation of Benefits (EOB's) to ensure appropriate reimbursement.
- Reconciles disputed and delinquent accounts and make necessary corrections and adjustments.
- Follow-up on open insurance claims.
- Responsible for keeping up to date on changes within the payer category assigned by attending meetings or workshops and by reading appropriate literature/newsletters.
- Maintains reports that pertain to patient accounts.
- Maintains files containing insurance or other information on patient accounts.
- Maintain patient accounts through above duties to determine that claims have been paid or denied appropriately before forwarding to collector if appropriate.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: High school diploma or general education degree (GED) with successful completion of an ICD-10 and coding course recommended; or one year experience and/or training in a medical office with a background of insurance.

LANGUAGE SKILLS: Ability to read, analyze, interpret, and comprehend instructions (whether written or verbal). Ability to compose correspondence and documentation. Ability to effectively present information and respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure using whole number, common fractions, and decimals.

REASONING ABILITY: Ability to understand and carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to apply common sense, good judgment, and problem-solving skills in difficult situations.

OTHER SKILLS AND ABILITIES: Knowledge of ICD-10 and CPT coding. Ability to establish and maintain an effective working relationship with faculty members, students, residents, staff, patients, and other third parties. Ability to operate computers, keyboards, and printers. Ability to operate phone system. Ability to concentrate on the situation at hand and listen effectively. Ability to organize tasks, working as a team member and/or independently. Convey a professional and positive image and attitude.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a standard office setting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS: 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 the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands and fingers to feel objects; hear at normal ranges within the setting. The employee is occasionally required to bend, stoop, kneel, crouch, crawl, climb, and balance. The employee must occasionally lift, carry, and/or move more than 25 pounds.

Specific vision abilities required by this job include depth perception and the ability to adjust focus. Rapid mobility may also be required on occasions.

Stress level may be high due to frequently dealing with numerous patients, physicians, family members, and other healthcare providers. Demands concentration and the ability to work in emotionally charged situations.

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Health Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Health, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Health may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date