

ProOrtho
Job Description

JOB DESCRIPTION: Patient Account Representative, *non-exempt position*

REPORTS TO: Business Office Supervisor

JOB SUMMARY: The role of the Patient Account Representative is to provide billing assistance and general support to the business office. This includes complete patient account representation from financial counseling, insurance verification, collection of estimated surgical coinsurance and deductible, posting payments/adjustments, and responding to patient inquiries.

Essential Qualities: The essential qualities necessary include, but are not limited to:

- Patient and pleasant personality; works well with a variety of people
- Flexible attitude; adaptable to new challenges and/or projects
- Team player
- Ability to work independently, with little supervision
- Excellent public relations
- Interfaces well with staff and physicians
- Professional demeanor

Duties and Responsibilities: The Patient Account Representative is expected to perform position-related duties that include, but are not limited to:

- Troubleshoot and problem solve accounts
- Posting of patient payments
- Completing adjustments to patient accounts
- Updating of patient insurance information, including correcting and rebilling claims
- Customer service - answer billing inquiries from patients and/or healthcare providers
- Create refunds for patient or insurance over-payments
- Calculate estimated surgery deductible/coinsurance for pending surgery cases
- Provide financial counseling and collect co-pays/pre-pays as applicable
- Follow collection process; includes written and verbal correspondence with patients on unpaid claims
- Write protest/appeal letters to insurance companies
- Assist other personnel as directed by Department Supervisor

Job Specifications:

Education/Experience

- Minimum two years patient account experience
- Medical office experience (desired)
- Amkai and NextGen experience (desired)
- High School education

Skills/Knowledge/Abilities

- Problem solving skills
- Knowledge of medical terminology
- Ability to read EOB's (explanation of benefits)
- Knowledge of CPT and ICD10 coding
- Skill in basic data entry; 10-key proficiency
- Skill in using a computer
- Ability to exhibit cooperation, flexibility, and provide assistance when interfacing with patients, physician and staff
- Ability to multi-task
- Skill in organizing and reporting information that is accurate and complete
- Knowledge of basic math skills
- Understanding and respecting the need for confidentiality
- Ability to maintain composure in stressful situations
- Skill in establishing and maintaining effective working relationships with all staff
- Ability to prepare records in accordance with detailed instructions
- Ability to sit for long periods of time
- Ability to communicate effectively in person and on the phone
- Consistency and timeliness in attendance

Work Environment/Physical Demands

The work environment/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.

Requires corrected vision and hearing to normal range. While performing the duties of this job, the employee is regularly required to talk or hear. The employee regularly is required to stand, walk, and sit. Work is performed in an office environment. Some bending and stretching required. Use of telephone is required. Manual dexterity required for use of computer keyboard. Occasionally lifts and carries items weighing up to 25 pounds. Requires working under stressful conditions or working irregular hours.

Comments

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Please email resumes & cover letters to ProOrthoJobs@proliancesurgeons.com

- Please use **"PAR"** in the subject line

We regret we are not in a position to personally respond to all applicants.