

THE ORTHOPEDIC INSTITUTE OF PENNSYLVANIA

family of care



Job Title: Patient Balance Clerk (Medical Billing)

Date Created: 08/20/2018

Reports To: Billing Manager

Last Revision: 10/8/2018

Department: Billing

FLSA: Non-Exempt

GENERAL SUMMARY OF DUTIES: Work in collaboration with the Medical Collector for collection of delinquent patient accounts.

ESSENTIAL FUNCTIONS

- Identifies delinquent accounts, aging period and payment sources. Processes delinquent unpaid accounts by contacting patients and third party payors.
- Performs various collection actions including contacting patients by phone and resubmitting claims to third party payors.
- Evaluates patient financial status and established budget payment plans. Follows and reports status of delinquent accounts to Medical Collector.
- Reviews accounts for possible collection and makes recommendation to Manager
- Answers inquires and correspondence from patients and insurance companies.
- Identifies and resolves patient billing complaints. Researches credit balances.
- Other duties as assigned

EDUCATION

- High school diploma or GED

EXPERIENCE

- Two years medical office experience. One year of medical insurance background preferred. Experience in patient statements and patient balance collection experience helpful.

KNOWLEDGE

- Knowledge of medical billing/collection practices and office policies and procedures.
- Knowledge of insurance
- Knowledge of basic medical coding and third-party operating procedures and practices
- Knowledge of all confidentiality requirements regarding patients and strict maintenance of proper confidentiality on all such information.
- Knowledge of medical terminology, basic anatomy and physiology
- Knowledge of grammar, spelling and punctuation

SKILLS

- Skill in operating computers, calculators, copiers, printers, fax machines, and telephones
- Skill in using a 10 key calculator
- Excellent math skills
- Excellent communication skills, both written and oral
- Must possess tact and diplomacy
- Must possess sufficient manual dexterity to perform the essential responsibilities to meet customer needs effectively
- Demonstrates initiative to provide quality of services and improve efficiency
- Maintains positive working relations with co-workers
- Time management skills

ABILITIES

- Ability to deal professionally and courteously, and efficiently with the public and to remain calm under stress.
- Ability to understand and interpret policies and regulations.
- Ability to prepare documents in response to complaints and inquiries
- Ability to examine documents for accuracy and completeness
- Ability to communicate effectively in the English language

ENVIRONMENTAL/WORKING CONDITIONS

Work is performed in an office environment. Involves frequent contact with the public. Work may be stressful at times. Contact may involve dealing with angry or upset people.

PHYSICAL/MENTAL DEMANDS

Work requires hand dexterity for office machine operation, stooping and bending to files and supplies, mobility to complete errands, or sitting for extended periods of time. Must possess visual and auditory acuity in order to communicate with co-workers, patients and other customer groups. Possible exposure to chemical hazards. Must be able to lift up to 25 lbs.

Employee Print

Date

Employee Signature

Date