

TITLE: COLLECTIONS SPECIALIST

DEPARTMENT: Patient Financial Services
REPORTS TO: Business Office Supervisor

PRIMARY JOB DUTIES & RESPONSIBILITIES

1. Review Aging Report each month for all designated accounts
2. Follow-up each month on all designated accounts
3. Resolve denials in Waystar
4. Keep follow-up current and work accounts towards resolution
5. Note accounts in detail of all actions taken
6. 'Tick out' accounts to follow-up, as necessary, based on Collections Guidelines
7. Work daily Insurance Tickler report
8. Meet monthly with Business Office Supervisor to review all designated accounts
9. Review and resolve all correspondence
10. Handle phone calls from patients and insurance companies
11. Call patients to have them contact their insurance company when information is being requested from them
12. Review denials and send out appeals, as necessary
13. E-mail Daily Production to Business Office Supervisor and copy Business Office Manager
14. Maintain knowledge of all insurance contracts
15. Communicate clearly, proactively, and concisely
16. Answer phone and return voicemails promptly
17. Respond to e-mails in a timely manner
18. Cover job duties and responsibilities for co-workers when they are out of office
19. Complete all other job duties assigned

SECONDARY JOB DUTIES & RESPONSIBILITIES

1. Prepare Billing Packets for all services (Inpatient, Outpatient, Observation, Physical Therapy, Radiology, Laboratory, and Physician Assistant). Bill Packet includes any or all of the following: Coding Sheet, OR Supply Charge Sheet, Purchase Order, Invoices for implants/supplies, Insurance Cards, Insurance Verification Sheet and Benefits Printout, Pathology Log, and Advanced Beneficiary Notice
2. Match up vendor invoices with bill packet and verify charged amount
3. Charge implants used in surgery
4. Charge procedure(s) performed
5. Charge 'Z codes' for surgery (if applicable)
6. Add modifiers in Thrive UX, as necessary
7. Bridge all electronic claims over to Waystar
8. Correct rejections in Waystar
9. Print out and match up all paper claims

10. Mail or fax paper claims, as necessary
11. Scan bill packets into Thrive UX
12. Prepare Unbilled Report weekly and at Month End and review Health Information Coordinator
13. Bill secondary/tertiary claims with primary/secondary EOB
14. Complete Month End reports and accruals
15. Communicates clearly, proactively and concisely
16. Answers phone and returns voicemails promptly
17. Responds to e-mails in a timely manner
18. Cover job duties and responsibilities for co-workers when they are out of office
19. Completes all other job duties assigned

The above statements reflects the general duties considered necessary to describe the primary and secondary functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the position.

Education: High School Diploma or GED required

Experience: Minimum two years of work experience in Revenue Cycle

Knowledge: Medical Terminology, ICD-10 coding practices, CPT coding practices, DRG coding practices, UB04 claim forms, HCFA 1500 claim forms, and Revenue Cycle best practices. Accounts Receivable best practices, all insurance coverages, including worker's compensation, and payment adjudication by pay source, authorization processes, and knowledge of deductibles, co-insurance, and co-payments

Skills: Strong communication, including writing, speaking, and active listening. Great customer service skills, including interpersonal conversation, patience and empathy. Good problem-solving and critical thinking skills. Proficient in Microsoft Excel, Microsoft Word, and other software applications

Physical Requirements: For the purpose of the American Disability Act (ADA), this position has been assessed to identify essential and marginal functions. Tasks listed below are considered to be essential functions of the job. Reasonable accommodations may be made for individuals with qualifying disabilities in order to perform the essential function of the job

1. Work Position
 - a. Sitting 90% or more
 - b. Standing 5% or more
 - c. Walking 5% or more
2. Body Movements
 - a. Lifting/Carrying up to 20lbs Frequency, less than 15%
 - b. Bending and stooping Frequency, less than 25%

- c. Hand grip, wrist and digital dexterity Frequency, 60%
- 3. Speaking, hearing and visual acuity to receive and interpret instructions
- 4. Verbal and written English communication skills
- 5. Mathematical and reasoning skills
- 6. Normal vision range. Ability to distinguish letters, numbers, and symbols
- 7. Requires the use of office equipment, such as computer, telephones, photocopier, scanner, and facsimile machine

Employee Signature

Date