

Central California Endoscopy Center Job Description	Job Title:	Collections Specialist
	Reports To:	Business Office Manager
	FLSA Status:	Non-Exempt
	Date Revised:	October 2019

POSITION SUMMARY:

This position is responsible for but not limited to: handling all insurance collection functions including unpaid claims follow-up, claims payment status, short-pay re-billing and follow-up, denials on all commercial payers, and all general insurance correspondence. Provide price quotes, confirming of co-payments and deductibles for time of service collection, handling financial arrangements for cash pay cases and establishing payment arrangements on balances due. Perform clerical tasks necessary to support scheduling, patient registration, coding, and billing.

QUALIFICATIONS:

- High School Diploma or equivalent
- Three years of related experience
- Strong ethical and moral character references
- Ability to provide exceptional customer service
- Ability to maintain collaborative working relationships to ensure a positive and productive work environment
- Knowledge and proficiency of basic computer skills including but not limited to; Microsoft Office and Outlook
- Knowledge, experience, and proficiency in Medicare and Medi-Cal electronic billing and claims follow-up

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for all insurance collection functions on all accounts
- Bill secondary paper claims, review for accuracy, attach appropriate documentation
- Follow up on unpaid, denied, and pending and short-paid accounts
- Handle general correspondence as it relates to collections and follow-up duties
- Work daily task report in NextGen
- Process returned mail
- Respond to patient inquiries regarding their bill and make payment arrangements
- Assign accounts to the Collection Agency vendor and the main liaison for the office
- Enter insurance information and, when applicable, payment arrangements, into system
- Provide pricing quotes to providers and patients as requested and establish payment arrangements with patient balance accounts. Provide patient with formal written estimation of charges as requested
- Prepare co-pay reports for next day's patients using the patient payment estimator
- Prepare daily list of total of patient checks received
- Act as primary resource for internal and external insurance questions, i.e., benefits, covered vs. non-covered services, out-of-pocket, coinsurance information, etc.
- Complete refund requests via NextGen
- Assist other Business Office personnel with general clerical task when needed
- Deliver weekly cash deposits to bank
- Attend all required education
- Regular and predictable attendance
- Perform other duties as assigned

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, decimals, and percentages

LANGUAGE SKILLS:

Ability to understand, read, write, and speak English, if bilingual Center, bilingual language is required. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to successfully write business correspondence. Ability to effectively present information, respond to questions, and professionally interact with healthcare team, clients, vendors, and the general public.

REASONING ABILITY:

Demonstrate an ability to recognize and define problems, collect data, establish facts, draw valid conclusions, and correct errors. Ability to interpret a variety of instructions and forms to understand abstract and concrete variables. Ability to think critically using inductive and deductive reasoning.

PHYSICAL DEMANDS:

- Ability to sit, stand and walk for long periods of time, i.e., 6-8 hours per day
- Ability to exert maximum muscle force to lift, push, pull, or carry objects up to 50 pounds in weight
- Ability to use abdominal and lower back muscles to support part of the body repeatedly or continuously without "giving out" or fatiguing
- Ability to perform physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- Ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position
- Ability to keep or regain your body balance and stay upright
- Ability to exert yourself physically over long periods of time without getting winded or out of breath
- Ability to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears
- Specific vision abilities for close and distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus

WORK ENVIRONMENT:

- Days and hours of work may vary to meet patient and Center needs
- The Center is a well-lit, ventilated and climate controlled environment. The Center may require decreased lighting to meet patient care needs or procedure requirements, such as Procedure Rooms
- Ability to work with medical and office equipment, some of which will have moving parts
- Noise level is usually quiet to moderate
- May have exposure to toxic chemicals and cleaning solutions
- Work in close proximity to patients, co-workers, and physicians

I have read the job description and meet or exceed the qualifications to fulfill this position. I agree to follow the Center's policies, procedures and code of conduct. I accept the responsibilities listed above and attest I am willing and able to perform these job functions.

Employee Name (please print): _____

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

This document will be placed in the employee's Human Resource file.