

JOB DESCRIPTION

Position Title: Patient Account Specialist Department: Billing

Reports To: Billing Manager

Position Summary:

Ensure a high level of medical billing and customer service is maintained on patients' accounts.

Essential Job Functions:

1. Assist patients with questions and concerns regarding billing/insurance issues in person or over the phone. Interpret and communicate information regarding billing practices, insurance submissions and patient responsibility, to patients, physicians and clinic staff.
2. Process changes in demographic and insurance information, charge adjustments, diagnosis updates, and service changes to ensure accurate account information in all billing areas.
3. Up to date knowledge of ICD-9CM and CPT edits, payer requirements. Must be proficient in correct coding guidelines.
4. Maintain a working knowledge of the health plans with which Adult & Pediatric Urology, P.C. contracts. Identify internal and external resources to answer questions and resolve detailed problems.
5. Work with patients and insurance companies to resolve account concerns.
6. Must work as a team member and perform actions consistent with established Adult & Pediatric Urology, P.C. policies and procedures including standards for safety, attendance, punctuality and personal appearance. Perform other duties as assigned.
7. Ensure all duties assigned are completed accurately in a timely manner.

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Essential Job Requirements:

EDUCATION	High school diploma or equivalent.
EXPERIENCE	Minimum of 2 years of medical billing experience.
REQUIRED SKILLS	Strong organizational and interpersonal skills. Must be familiar with computers and office equipment. Valid driver's license and current proof of insurance. Must effectively cope with typical job stress. Ability to maintain confidentiality of patient information. Medical terminology. ICD 9 & CPT experience required.
PREFERRED SKILLS	Experience with multi-phone lines. Ability to multi-task efficiently and effectively.
PHYSICAL REQUIREMENTS	Must have hearing that is adequate to perform job duties in person and over the phone. Must be able to communicate clearly. Normal range of vision required. Sitting for extended periods, manual dexterity to use a keyboard. Maintains good body mechanics to reduce incidence of injury.

Full-Time/Part-Time
(Circle one)

Permanent/Temporary
(Circle one)

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

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All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.

_____ Employee’s Signature	_____ Date Signed / Date of Hire
_____ Human Resource’s Signature	_____ Date

Creation Date: January 19, 2006
Revision Date: October 30, 2008, January 25, 2010