



Job Documentation

JOB TITLE: Patient Accounts Representative	JOB CODE: S288
DEPARTMENT: Chase County Medical Clinic	STATUS: Non-Exempt
SUPERVISES: NA	ADDENDUMS: NA
REPORTS TO: Clinic Administrator	EFFECTIVE DATE: February 2022
	REVISED ON: TBD

PRIMARY FUNCTIONS

The Patient Accounts Representative is responsible for assisting patients in understanding their billing, financial obligations, and estimates for cost of care. This position performs follow up work on insurance types for selected financial classes, including phone contact with insurance companies and patients, assists with prior authorizations of procedures, prepares good faith estimates and cost estimates for patients, and stays abreast of carrier communications and monitors accounts for negative trends.

This position also maintains files or medical records for organizations patients and complies statistics for use in reports and surveys.

Complies with department and organization-wide policies, Critical Access Hospital requirements, Safety and Infection Control, all and Federal and State of Nebraska regulation related to the performance of CCCH operations and requirements of the Compliance Program. Participates in professional growth and development.

QUALIFICATIONS

Education and/or Experience

- High School diploma or general education degree (GED) required
- One to two years of medical coding/billing experience is preferred, but willing to train.

Certificates, Licensure, Registrations

NA

GENERAL REQUIREMENTS

- Demonstrates commitment to the organizational mission, vision, and core values
- Maintains patient confidentiality at all times
- Evidence of good grooming, professional manner and conduct
- Ability to exercise professional judgment, courtesy, and professionalism in daily interactions with others
- Communicates effectively both orally and written to all disciplines
- Possesses ability to make independent decisions and changes
- Demonstrates teaching skills, understanding and language skills



- Exhibits excellent telephone and computer skills/knowledge
- Proper use of the EMR
- Serve as a role model to colleagues, students and other care providers
- Actively participate in continued learning opportunities and continued self-development pertinent to the duties of the job
- Able to operate all equipment correctly and safely
- Participate in QA programs, as needed
- Practices Standard Precautions
- Ability to sit, stand, bend and lift as job requires with the possibility of prolonged standing
- Able to adjust to frequent interruptions
- Risk of exposure to infectious waste and diseases
- Attends and participates in department designated meetings
- Able to perform other related duties as assigned

SIGNIFICANT DUTIES

- Maintains a thorough understanding of the Registration modules in the information computer system to register patients
- Able to correct or update patient's information in the computer system
- Compile data for occupancy and census records
- Schedule appointments
- Check patient's insurance eligibility
- Obtain and scan insurance cards, HIPAA documentation and patient ID's, signed statements
- Ability to work in all registration areas as needed
- Coordinate communication between patients, family members, medical staff, and administrative staff
- Interview patients or their representatives to identify problems relating to care
- Refer patients to appropriate health care services or resources
- Explain procedures and services to patients using medical or administrative knowledge
- Ability to complete a patient financial screening for financial reimbursement
- Welcomes patients by greeting them with enthusiasm, in person or on the telephone
- Directs patients to appropriate person and or room
- Maintains safe and clean reception to comply with procedures, rules, and regulations
- Answers, screens, and forwards incoming calls
- Ensures consistency is being conveyed by documenting and communicating actions and continuing needs
- Accepts and processes payments from patients
- Completes other clerical receptionist duties such as filing, photocopying, transcribing, and faxing
- Handles patient complaints or problems and guides every situation with care



Physical Demands Checklist

PHYSICAL DEMAND REQUIREMENTS						
PHYSICAL ACTIVITY	FREQUENCY					ADDITIONAL INFORMATION
	Never	Rarely <i>(0-25% of day)</i>	Occasionally <i>(26-50% of day)</i>	Frequently <i>(51-75% of day)</i>	Continuously <i>(76-100% of day)</i>	
Lift: light weight (0-20 lbs.)					X	
Lift: moderate weight (20-35 lbs.)				X		
Lift: heavy weight (35-50 lbs.)			X			
Walk				X		
Bend				X		
Stand				X		
Sit				X		
Drive		X				
Climb		X				
Squat/crouch				X		
Kneel		X				
Push				X		
Pull				X		
Write					X	
Reach					X	
Grip					X	
Crawl		X				
Vision/read						X
Talk/verbal skills						X
Hear						X
Feel/tactile					X	
Concentrate in distracting environment					X	



SIGNATURES

This job description has been approved by all levels of management.

Manager

Date

HR

Date

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee

Date