### POSITION SUMMARY:
This position is responsible for providing outstanding customer service to the patients and their families. This position is responsible for assuring that the patients and their families understand their financial responsibilities. This position is responsible to set up patient budgets and post patient payments to patient accounts accordance with the Center’s policies. This position is responsible for assisting self-pay patients in obtaining state assistance or making payment arrangements for their medical treatment at the point of patient registration and the administration of the Center’s financial assistance policy. This position will also provide information about various state assistance programs to the patients and their families and assist eligible individuals on the application process of these programs.

### ESSENTIAL DUTIES/RESPONSIBILITIES:
1. Confirms patient insurance eligibility and/or benefits.
2. Patient payment posting.
3. Generate patient statements.
4. Answer phone calls.
5. Provides customer service to patients inquiring about their patient statements.
6. Set up and maintain budget plans.
7. Determines required deposits, and follows up to make sure payments were made in accordance to Center’s policy.
8. Audit charts for correct income verification process.
9. Correct bad addresses in NextGen patient account and maintain address log.
10. Adjust bad patient checks off and enter notes in practice management system.
11. Discuss and educate family members on various services offered by the Center and methods of payment for those services including but not limited to Medicare, Medicaid, Insurance and Private Pay.
12. Makes appropriate adjustments to patient accounts in accordance with Center’s policies.
13. Assist with the implementation of a new billing system.
14. Work with eligible patients to apply for applicable assistance programs.

### SPECIFIC DUTIES/RESPONSIBILITIES:
1. Prompt response to e-mail and telephone calls.
2. Exceptional interpersonal skills.
3. Excellent communication.
4. Excellent organizational skills.
6. Assists Billing Coordinator as required or assigned.
7. Performs other necessary duties as required by the health center to meet the goal of providing primary health care services.
8. Demonstrate awareness of age specific, cultural and spiritual practices of patients, staff and visitors.
9. Understands the functional status and physical needs of patients, staff and visitors.

EDUCATION/EXPERIENCE:
1. High school diploma or equivalent required.
2. 1 - 3 years of experience in a medical office working with insurance claims processing involving CPT, HCPCS, ICD-9CM, and CMS regulations.
3. Familiarity with CMS1500 and UB04 claim form completion.
4. Strong analytical, oral, written communication skills.
5. Familiarity with health insurance and other third party billing practices and guidelines.
7. Bilingual in Spanish and English a plus

Language/Communication/Organizational Skills: Must demonstrate knowledge of skills necessary for communicating with all ages and diverse cultures. Must be able to assess situations, identify issues/problems and prioritize duties.

Mathematical Skills: Basic math

Reasoning Ability: Uses personal experience, knowledge and other outside resources to make logical decisions to solve problems.

WORKING ENVIRONMENT/PHYSICAL DEMANDS:

Physical Demands: The physical demands described here are representative of those that must be met as an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. 

While performing the duties of this job, the employee is regularly required to sit, walk, stand; to use hand to finger, handle, or feel objects, equipment, or controls, talk and hear. The employee frequently is required to reach with hands and arms, stop, kneel, and bend. Physical ability to transfer patients: i.e. lift, twist, bend, push, pull; lift 10 pounds frequently; 25 pounds occasionally, and up to 75 pounds with assistance rarely. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perceptions, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock and radiation. The employee occasionally works near moving mechanical parts and is occasionally exposed to fumes, airborne particles, toxic or causative chemicals. The noise level in the work environment is usually moderate.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY PEOPLE ASSIGNED TO THIS JOB. THEY ARE NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES AND DUTIES.
JOB LOCATION: Work is performed in an office setting.

LEGAL COMPLIANCE: The employee understands and agrees to abide by the policies of Hardin Country Regional Health Center related to compliance.

DISCLAIMER: This job description reflects management’s assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

Lifespan Health is an Equal Opportunity Employer