

Description:

The Accounts Receivable Specialist will report directly to the Accounts Receivable Supervisor. The primary duties for this position will be A/R follow up and answering billing questions directed at us by the patients of our clients.

Responsibilities:

- Candidates must be comfortable with all steps of the medical billing process
- Communicating with our clients' patients/guarantors on statement questions
- Following the department work schedule as required
- Receive and make calls to relevant parties, such as insurance company representative and patients
- Respond to inquiries regarding patient account status
- Establish and maintain effective working relationships with carrier representatives
- Meets or exceeds work productivity and work quality standards as measured against departmental and position standards
- Read and interpret data within patient accounts
- Understand and read insurance carrier EOBs, identify denials, and work claims accordingly
- Maintain detailed functioning knowledge of our billing system
- Utilize our internal billing software to sort, filter, summarize and identify various account receivable trends.
- Provide detailed and accurate follow-up on assigned work
- Perform extensive account follow-up activities utilizing the company's internal software system (Allscripts) to investigate, analyze and resolve problematic and delinquent patient accounts
- Review patient accounts receivable and notifies management of potential problems
- Comply with departmental procedures and guidelines to appropriately resolve outstanding patient accounts

- Utilize relative resources and websites as a tool to retrieve necessary and pertinent information related to accounts receivable tasks and assignments
- Perform other related duties as assigned

Requirements:

- Minimum of two years relevant healthcare billing/accounts receivable experience involving patient interaction
- Computer skills with proficiency in Microsoft Office.
- Ability to understand benefit and eligibility issues with insurance carriers
- Able to work in a fast paced department, continuous workflow, and work with others as a team
- Excellent oral and written communication skills
- Ability to deal with insurance company representatives and the patients of our clients in a professional manner
- Excellent problem solving skills
- Strong analytical skills
- Must be able to prioritize and multitask
- Knowledge of medical terminology, CPT, ICD-9, and HIPAA regulations