



PATIENT ACCOUNT REPRESENTATIVE

066

DEPARTMENT: WAMAC/Olde Towne Medical Center

NATURE OF WORK:

Under general supervision, is responsible for processing, follow-up and collection of all patient accounts, including insurance claims and patient payments; obtains maximum reimbursement for services rendered; assists patients with payments.

ESSENTIAL FUNCTIONS OF THE JOB:

Bills insurance companies for patient accounts; checks records for accuracy and corrects claims before submitting to Medicare, Medicaid and private insurance companies; reviews and verifies patient account information against insurance program specifications; submits insurance claims manually or electronically; reviews Remittance Advice form and follows-up on outstanding claims by re-filing old claims, filing supplemental insurance claims, contacting insurance companies, sending tracers, and researching to update incomplete information.

Daily posts charges to patient accounts and payments received for patient accounts into the patient management system; audits patient accounts for accuracy; sends out patient statements on a regular schedule.

Prepares and makes daily deposits; appropriately codes revenue and compiles deposit information for Business Manager, Treasurer, and Accounting department.

Keeps informed of and analyzes new procedures and regulations disseminated by Medicare, Medicaid or other insurance companies; reviews and updates Medicare and Medicaid manuals, as needed; proposes updated office processes to accommodate updated methods, codes, rates of reimbursement or other changes.

Provides information in response to requests from patients, physician, insurance company, or co-worker, as appropriate.

Prepares and interprets appropriate statistical reports.

Serves as back up to Business Manager in the following areas: IT, equipment repair and servicing, telephone issues, and other business functions.

Performs related duties as requested by administration.

Practices continuous learning through individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to Supervisor.

May be required to report to work to serve customers during emergency conditions. May be assigned to report at a different time and location and to perform different duties as necessary.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Work is performed primarily in an office setting. Operates general office equipment, including computer, keyboard, and mouse; copy machine, fax machine, telephone, calculator, typewriter, and postage machine.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Knowledge of economic and accounting principles and practices and the analysis and reporting of financial data.

Skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Skill in talking to others to convey information effectively.

Skill in understanding written sentences and paragraphs in work related documents.

Skill in managing ones own time and the time of others.

Skill in using mathematics to solve problems.

Skill in understanding the implications of new information for both current and future problem-solving and decision-making.

Skill in communicating effectively in writing as appropriate for the needs of the audience.

Skill in being aware of other's reactions and understanding why they react as they do.

Skill in considering the relative costs and benefits of potential actions to choose the most appropriate one.

Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Ability to use computers and computer systems, including hardware and software, to enter data and process information.

Ability to compile, code categorize, calculate, tabulate, audit and verify information or data.

Ability to observe, receive, and otherwise obtain information from all relevant sources.

Ability to use relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.

Ability to analyze information and evaluate results to choose the best solution and solve problems.

Ability to develop specific goals and plans to prioritize, organize, and accomplish work.

Ability to keep up-to-date technically and applying new knowledge to the job.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent, supplemented by vocational training, an associate's degree, or related on-the-job experience; and some experience performing computerized medical and health insurance billing. Must have proficient understanding of reimbursement contracts, experience in calculating reimbursement rates, and a working knowledge of UB92 and HCFA forms, and electronic billing media.

NECESSARY SPECIAL QUALIFICATIONS:

Requires a post-offer criminal history and sex offender record check and drug test.

Date: February 2007
PatAcctRep_066_095_01

IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Patient Account Representative Position Number: 066
Department: WAMAC Division: Olde Towne Medical Center

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. Mental Abilities: General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to reason and make judgments
- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. Verbal Abilities: Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other _____
- Not essential to job functions

2. Hearing/Listening:

- Ability to distinguish between different tones
- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device
- Not essential to job function

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input checked="" type="checkbox"/> Use postage machine |
| <input type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: _____

VI.

Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)							Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift	✓						✓		
Push/Pull	✓						✓		
Hold/Carry	✓						✓		

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

Ladders

Stairways

Steps

- | | | |
|---|---|---|
| <input type="checkbox"/> Step stool | <input type="checkbox"/> 1 flight | <input type="checkbox"/> 1-2 |
| <input type="checkbox"/> 8' to 10' step ladder | <input type="checkbox"/> 2 flights | <input type="checkbox"/> 2-3 |
| <input type="checkbox"/> Extension ladder | <input type="checkbox"/> 3 or more flights | <input type="checkbox"/> 3-4 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |
| <input checked="" type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function |

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand	✓						✓		
Sit				✓					✓
Walk									
Run									

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other _____ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other _____ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			