



JOB DESCRIPTION

TITLE: Clinic Self-Pay Biller
DEPARTMENT: Clinics
REPORTS TO: Practice Administrator
FLSA: Non-Exempt

SUMMARY OF JOB:

Resolve account balances on all self-pay balances. Responsible for financial collections and financial questions on all patients. Primary customer service representative for Community Hospital clinics in regards to financial concerns. Responsible for working with patients to insure the clinics receive maximum payment for all services rendered, while assisting the patient with any and all avenues of financial assistance available to them.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Initiates proactive measures that result in account resolution.
 - a. Responds timely and accurately to all incoming correspondence and inquiries from patients and other appropriate parties.
 - b. Initiates contact with patient, as necessary.
 - c. Initiates recommendations and action plans for resolving accounts.
 - d. Responds to all phone calls in an efficient and courteous manner.
 - e. Writes appropriate notes in system for every account, including any action taken.
 - f. Handles in a professional and confidential manner all correspondence, documentation, and files.
 - g. Attempts to locate patient/guarantor through direct contact, letter, or other means.
 - h. Speaks with patient/guarantor to find insurance, third-party sponsorship, settlement, or to begin charity process. Responsible for forwarding insurance information found to appropriate biller.
 - i. Investigates the possibility of Medicaid linkage.
 - j. Establishes payment arrangements according to preset guidelines.
 - k. Group old Meditech accounts on the Cash Retriever system for the same guarantors in order to efficiently resolve account balances and reduce redundancy in patient contacts.

- l. Work on Allscripts PM module. Verify patient data, and billing information.
 - m. Prepares correspondence to patient/guarantor, as necessary.
 - n. Receives and answers inquiries or complaints concerning self-pay accounts; gathers information for timely resolution of issues.
 - o. Elevates issues, as appropriate, to the practice administrator.
 - p. Accept credit card payments via phone or walk-in.
 - q. Assist walk-in patients in an efficient and courteous manner Assist walk-in patients in an efficient and courteous manner.
 - r. Maintain individual work queues.
 - s. Process bankruptcy paperwork; follow up on bankruptcy status.
 - t. Estate confirmation and filing, as needed.
2. Conducts patient financial interviews to assist with the resolution of the patient's account, and to ensure compliance with Community Hospital's financial resolution policies.
 - a. Advises and counsels patients and guarantors as to rights, responsibilities and procedures with regards to payment for care.
 - b. Assists patients with financial assistance applications as needed, and completes charity processing for assigned patients, as appropriate.
 - c. Assists patients with CICP paperwork and determination.
 - d. Acts as a liaison with other departments of the hospital and other physician offices.
 - e. Recognizes patients in needs of financial assistance and provides charity applications or referrals to the Department of Human Services.
 - f. Processes charity applications in a timely and complete manner.
 3. Run weekly and monthly statement reports.
 - a. Process, through Allscripts, weekly patient statements.
 - b. Work on all returned mail via phone calls, internet search, etc. Put accounts on hold until correct information is verified.
 - c. Perform back up duties to clinic cashier – posting and depositing accounts in Allscripts.
 - d. Work small balance reports and prepare for appropriate adjustments, if necessary.
 - e. Prepare monthly credit balance reports to cashier for refunds.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

No educational requirement; one to three year's related experience and/or training; or equivalent combination of education and experience.

OR

Equivalent combination of education and experience.

SPECIAL SKILLS:

10-key (by touch)

CERTIFICATES/LICENSES:

Current ACLA/BCLS

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

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

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, 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 the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

RESTRICTED ACCESS: A workforce member with restricted access will have limited access to protected health information as described in the job description only as needed to perform job duties. A workforce member in this category may not access a patient's entire record, except when the access is specifically identified as the amount that is reasonably necessary to perform the staff person's job duties.

UNRESTRICTED ACCESS – A workforce member with unrestricted access will have full access to protected health information, including a patient's entire record, for accomplishing intended purposes.

NO ACCESS - a workforce member whose job duties do not require any access to protected health information will be prohibited access. However, a staff person with no access may, in the performance of his or her duties, be exposed to incidental use and disclosure.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date