



RICE MEMORIAL HOSPITAL JOB DESCRIPTION AUDIT

- I. JOB TITLE:** Billing Account Representative
- II. DEPARTMENT:** Rice Home Medical Business Office
- III. PERSON(S) CURRENTLY OCCUPYING THE POSITION:** RHM Billers
- IV. JOB SUMMARY:** Responsible for processing all invoices to accounts receivable and follow through for payment. Knowledge of company policies. Answer phone and assist customers as necessary. Knowledge of reimbursement by third party payers, including prior authorization requirements.
- V. JOB RELATIONSHIPS:**
- A. REPORTS TO:** Billing Supervisor
- B. SUPERVISES:** N/A
- C. INTERRELATIONSHIPS WITH:** Department and Rice personnel, patients, general public, insurance companies, other health care facilities, collection agencies, Rice Trust Grant personnel, family services, Crime Victim personnel and legal personnel. All Rice Home Medical employees, managers, and referrals.
- VI. HOURS OF WORK:** Monday through Friday. Actual hours are flexible.
- VII. DRESS CODE:** Casual business attire. Must be neat and clean in appearance.
- VIII. ESSENTIAL REQUIREMENTS OF WORK (Minimum qualifications necessary to function at full productivity).**
- A. EDUCATION AND TRAINING:**
- High school diploma is required.
 - One to two years of college preferred.
- B. EXPERIENCE:**
- Prefer at least two years experience in the healthcare collection field and a background in negotiating and customer service.

C. JOB KNOWLEDGE: (Specific):

- Overall knowledge of business office procedures, Rice policies, general knowledge of third party payers, collection laws, and procedures.
- Excellent telephone communication and negotiation skills.

IX. BUDGET: N/A

X. CLIENTELE DIRECTLY AFFECTED BY JOB: Patients, families, general public, other facilities; department personnel; other hospital personnel, collection agencies.

XI. PHYSICAL DEMANDS OF THE JOB: Sitting, standing, walking, typing; Minimal physical demands.

XII. PHYSICAL ENVIRONMENT OF THE JOB: Usual working conditions involving adequate light, temperature, etc.

XIII. EQUIPMENT OR MACHINES USED ON THE JOB: PC, printer, telephone, calculator, copy machines, fax machines.

XIV. MENTAL DEMANDS OF THE JOB:

A. JUDGEMENT AND INITIATIVE: High level of mental analysis to determine ability /intent of patient to pay. Ability to deal with patients and referrals on an objective basis. Requires tact, empathy and advanced negotiating skills.

B. INDEPENDENT ACTION: Organizational skills needed to work and function independently with minimal supervision. Self motivated; ability to set priorities and complete tasks on a timely basis. Ability to handle information in a confidential manner.

C. EFFECT OF ERROR: Negative effect on financial condition of Rice. Negative effect on referral contacts. Can affect public relations; direct affect with law suits.

D. CONTACT WITH OTHERS: Patients, families, department and other hospital personnel, general public, other health care facilities, collection agencies.

XV. PRINCIPAL JOB RESPONSIBILITIES, TASKS, AND AUTHORITIES:

A. RESPONSIBILITY: Billing Account Representative

PRIORITY: A % OF TIME: 95% DISCRETION: A

TASKS:

1. Responsible for billing primary and secondary claims to various insurance providers and managing denials efficiently and accurately.
2. Review unpaid accounts and follow up with appropriate payer.
3. Working knowledge of medical policies and guidelines for claim submission.
4. Responsible for all payer agings, unapplied accounts, requesting refunds, and recoupments to include, but, not exclude adjusting and requesting adjustments on accounts.
5. Documenting audits and complete and submit in a timely fashion.
6. Knowledge of modifier use, form submission and diagnosis codes.
7. Receive phone calls from customers, insurance companies, case workers, and branches to address concerns as needed for excellent customer service and confidentiality
8. Print claim forms for submission to supplemental insurances or secondary payers.
9. Update status code for claim, document claims management notes and bill to proper payer source.

Authorities: The employee has the authority to complete and carry out the above tasks according to department procedures.

B. RESPONSIBILITY: Perform Other Related Duties as Assigned

PRIORITY: A % OF TIME: 5 % DISCRETION: A

TASKS:

1. Responsible for attendance at in store in-services, meetings and other workshops to stay current with job responsibilities and a minimum of 6 hours of education per year.
2. Attends meetings.
3. Other duties as requested.
4. Assist with month end processing for Billing Department.
5. Maintain working knowledge of computer applications to include the patient accounting system, Word, Excel, e-mail, and other software programs as needed.
6. Working knowledge of medical policies and the application to third party reimbursements

Authorities: The employee has the authority to complete and carry out the above tasks according to department procedures.

C. RESPONSIBILITY: Service Excellence

PRIORITY: A % OF TIME: (ONGOING) DISCRETION: A

TASKS:

1. Demonstrate an ongoing commitment to the Service Excellence philosophy by adhering to and promoting behaviors outlined in "Standards of Excellence".

D. RESPONSIBILITY: Continuous Quality Improvement

PRIORITY: A % OF TIME: (Ongoing) DISCRETION: A

TASKS:

1. Demonstrates understanding of the CQI philosophy.
 - a) Participates in CQI training activities or CQI teams if appropriate.
 - b) Demonstrates sensitivity to customers and their needs.
 - c) Interacts appropriately with internal customers, i.e. coworkers within department, staff across departments.
 - d) Interacts appropriately with external customers, i.e. patients, families, medical staff, vendors.
 - e) Role models positive behaviors.

E. RESPONSIBILITY: Safety

PRIORITY: A % OF TIME: (ONGOING) DISCRETION: A

TASKS:

1. Maintain and promote a safe environment for all visitors and staff.
2. Consistently follow all policies, practices and work rules.
3. Do not use shortcuts or work-a-rounds that may reduce safety or increase risk.
4. Stay alert, act responsibly and use common sense to reduce risks.
5. Report actual events and good catches as soon as possible.
6. Eliminate hazards and identify and report unsafe systems.
7. Complete all mandatory safety education and attend safety sessions.
8. Review and understand the Safety Program as identified by Rice Home Medical safety Committee.

9. Seek answers to questions you have about the Safety Program.

I have reviewed the job description:

Name

Date

Revised 10/13 - ARW