

5. Investigates denials and completes applicable forms (e.g. appeal requests or prior authorizations, patient self-reporting claim form); writes letters and/or appeals; and provides copies of records, Explanations Of Benefits, or other information to patients or insurance carriers to resolve claims or outstanding balances as needed.
6. Reviews and monitors outstanding insurance balances in a timely manner. Contacts insurance companies regarding status of payments. Monitors coordination of benefits. Resubmits claims as necessary. Researches and requests refunds as appropriate.
7. Assists clinic staff in resolving issues related to self-pay, past-due and collection accounts. Contacts patients to explain account balances, including insurance benefits, deductibles, co-pays, etc. May send payment reminder letters. Monitors accounts for payments. Reviews medical records to clarify information and answer questions.
8. Processes patient credit card payments.
9. May assist with posting charges and/or payments; and processing receipts, charges and refunds.
10. Adheres to clinic policies and procedures, and OSHA, infection control, environmental safety, and patient confidentiality standards.
11. Attends and participates in department meetings.
12. Maintains courteous, professional relationships with providers, staff, patients, other healthcare facilities, service providers, and general public. Refers concerns to Business Office Supervisor as appropriate.
13. Enhances professional growth and development by attending meetings, seminars, conferences, continuing education courses, etc.
14. Performs other duties as assigned.

ENVIRONMENTAL/WORKING CONDITIONS:

Office setting. Occasional exposure to communicable diseases and other conditions common to a clinic environment. Frequent contact with staff, patients and the general public. May involve dealing with angry or upset people.

PHYSICAL/MENTAL DEMANDS:

Varied activities including sitting, standing, walking, bending, and lifting. Varied activities including some lifting and carrying of charts weighing up to 10 pounds. Fine motor coordination to use computer, 10-key calculator, and telephone. Ability to type at an acceptable rate of speed for varying periods of time. Occasional stress from workload.

NOTE: This description is intended to provide basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities, and working conditions may change at any time as needs.