

PATIENT FINANCIAL SPECIALIST

MAJOR FUNCTION

This is an administrative staff position whose function is to prepare, post and maintain records of payments, analyze accounts receivable, identify trends in the timeliness of patient pays and cause for delinquencies, and work with patients to collect past due funds.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Generate reports to analyze recent payment trends and past due accounts, and determine most effective processes for improving the timeliness of collections. Recommend and implement processes and priorities for follow up and focus on collections, post payments received, enter insurance information as required, prepare and balance bank deposits.
- Contact patients to determine causes of delinquencies and to resolve past due accounts, denials, and payment disputes, and to expedite collections. Follow up on open accounts to expedite collection, repeat requests for documentation, insurance information and/or payment.
- Review correspondence included with payments, sort, annotate related accounts, and file necessary paperwork, process incoming insurance correspondence, returned mail and legal documents. Assist patients with time pay arrangements in order to satisfy balances and offer hardship consideration information, if applicable.
- Re-verify eligibility of payers as necessary to determine proper status of claims. Sort denials, annotate related accounts, identify credit balances, research payments made and determine if refund is due and post to patients' accounts.
- Assist with any departmental activities as required for maintaining workflow. Answer telephone calls, resolve patient inquiries, and issue statements, insurance bills, and medical records as requested. Maintain Medicare and Medicaid remittances, update files as necessary, contact and determine causes of delinquencies and follow up on open accounts to expedite collections.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit,

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employees of other departments in the County, citizens, and customers of the department. Service is provided in person, by mail, and by telephone contact.

SUPERVISION

This position has no supervisory responsibility.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

High school diploma or general education degree (GED); and two years experience in customer service; with demonstrated general office and computer skills; and cash drawer and cash balancing experience; or equivalent combination of education and experience, EMS billing experience preferred.

Licenses

Valid Florida Driver License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read, analyze, and interpret financial reports.
- Ability to respond to common inquiries or complaints from customers or members of the business community.

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.
- Ability to calculate discounts, interest, proportions and percentages.

Problem Solving Ability

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Requires some judgment in selection of procedures, methods, or tools, equipment to own work to accomplish tasks.

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Specialized Skills and Abilities

- Knowledge of business English and spelling.
- Ability to enter and retrieve information on the computer.
- Ability to communicate tactfully and courteously with members of the public.
- Knowledge of office practices and procedures.
- Ability to cross train for other tasks.
- Ability to remain calm in stressful situations.
- Knowledge of Medical Billing Codes, knowledge of health insurance claims procedures.
- Knowledge of HIPAA requirements.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will frequently be required to stand, walk, sit, use hands to finger, handle or feel, talk or hear, and will occasionally be asked to lift up to 25 pounds. Vision requirements are close, distance, color, and peripheral vision, and the 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. While performing the duties of this job, the employee will occasionally be exposed to moving mechanical parts and airborne diseases and illnesses in working with the public. The typical noise level is moderate.

Established: 10/2008 Pay grade: 8	Category: 6 Status: NE
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Job Description Number: 6214

Revised: