



Department: Business Office	Reports to: Patient Financial Services Manager
Position: Patient Account Representative	
	Department Head:
Effective Date: June 2005	HR:
Revised Date(s): May 2008, October 2008, April 2016, December 2016	Hours: Flexible OSHA Exposure Category-II

Job Objective: Promotes a positive and professional organizational image. To have a written summary of all the responsibilities required of the Patient Account Representative.

Qualifications:

1. High school graduate or GED preferred.
2. Data entry experience preferred. Proficiency with software including but not limited to Excel, MS Word, Outlook, etc.
3. Minimum one (1) year experience in a medical or other healthcare office setting preferred. Combination of education and experience will be considered.
4. Knowledge of basic billing procedures, financial reports, medical terminology, various medical forms, reports, and processing.
5. Understand HIPAA and Privacy compliance with regards to the Hospital Setting.
6. Communications skills including but not limited to verbal communication with individuals or small groups (patients, physicians, administration, and co-workers) and written communication with experience in writing business centered emails or letters.

Job Duties:

1. The Patient Accounts Representative is responsible for all billing forms needed in the processing of collecting all funds collectable as payment on patient accounts, timely and accurately.
2. Must be able to obtain and enter all patient demographic information, verify third party information, determine time of service cash deposit for visit by accurately identifying patient's coverage, deductible and co-pay.
3. Reviews remittance advices to determine significant problems causing rejections and denials.
4. Reviews and prepares adjustments to patient accounts under supervisors and CFO's approval.
5. Handles inquiry requests from sponsors and patients, regarding patient accounts and ascertains that they are answered correctly and timely.

6. Must be able to identify the average cost of procedure or service and provide financial counseling
7. Prepares all billing forms needed in the processing of collecting all funds collectable as payment on patient accounts, timely and accurately.
8. Maintains appropriate and professional communication with patients, payers and physicians and collection agencies regarding claim processing, billing and collections.
9. Reviews monthly A/R reports for follow-up on patient accounts.
10. Maintains current knowledge of in-house financial assistances programs helps patient's complete application.
11. Handles inquiry requests from sponsors and patients, regarding patient accounts and ascertains that they are answered correctly and timely.
12. Works, productively, with Medical Records to ensure diagnosis follow-up procedures do not hinder billing and collection of patient accounts.
13. Assists with up-front collection efforts.
14. Demonstrates ability to prepare and balances daily cash log and deposit, accurately and timely.
15. Assists with the performance of reception desk functions to include but not limited to: admissions, answering and directing incoming phone calls, etc.
16. Maintains current knowledge of National and State insurance programs and applicable billing requirements. I.E. Medicare, Medicaid, BC/BS of Montana, Etc.
17. Maintain compliance with all Federal and State regulations as pertains to this position.

Disclaimer – Not all inclusive – other duties as assigned. Every effort has been made to make this position description as complete as possible. However, it in no way states or implies that these are the only duties required. The omission of specific statement of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position

Mission: Northern Rockies Medical Center provides quality healthcare that serves our communities in a private, safe and caring environment.

Vision: Northern Rockies Medical Center will be the provider of choice, setting the standard for quality healthcare in the region.

Values: Values PEOPLE

- The needs of the patient come first.
- Patients, families, and staff will be treated with courtesy and compassion.

Values QUALITY

- Excellence through continuous improvement in care and safety.
- Teamwork through the unity of all departments to serve our communities and each other.

Values OWNERSHIP

- Doing what is right.

- Having pride in the work we do.
- Holding ourselves accountable for efficient management of NRMCM resources.

Schedule: Primarily weekdays (Monday through Friday from 8 am to 5 pm with 1 hour lunch period). Occasionally may be required to adjust schedule hours to include weekends.

Compliance Plan and Code of Conduct: Northern Rockies Medical Center Inc. is dedicated to the highest ethical standards as it is essential to meeting our commitment to our mission and vision. Individual responsibilities include adhering to our organizational Compliance Plan and Code of Conduct.

- (A) Maintains awareness and understands the organization-wide compliance plan. Familiar with and adheres to NRMCM's published Code of Conduct which provides guidance and expectations regarding confidentiality, conflict of interest, billing, controlled substances, Emergency Medical Treatment and Labor Act (EMTALA), payments for referrals, gifts, anti-kickback laws, safety and health, waste disposal, and compliance with antitrust laws, advertising and marketing, discrimination, insider trading and government requests.
- (B) Reports any violation or suspected violation of this Code or other hospital policies or procedures to supervisor, Compliance Officer or through the compliance hotline.
- (C) Attends and/or completes mandatory training regarding organizational compliance.

Work Environment: Acute care hospital, professional office setting. Area is well lit and ventilated. Possible exposure to marked changes in temperature, humidity, and noise.

OSHA Exposure Category: (II) Tasks that routinely involve no exposure to Blood/Body fluids or Tissues, but exposure, or potential exposure may be required as a condition of employment. Appropriate protective measures should be readily available to every employee engaged in Category II tasks

Dress Code: Must comply with Northern Rockies Medical Center Dress Code Policy Admin.0012 and departmental guidelines.

Physical Demands: Requires repetitive, bending, pulling, pushing, kneeling, walking and lifting up to 50 lbs.

Employee Certification: I have read the above JOB DESCRIPTION and accept the responsibilities as outlined. I know of no reason that will keep me from performing the duties as described without reasonable accommodations being made by Northern Rockies Medical Center (NRMCM). I agree to inform my supervisor immediately if I am unable to perform as expected.

Employee Signature

Date

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