

Patient Account Representative

Coordinate and administer patient services as they relate to all functions from scheduling through check-out. "Employee performs all duties in a manner consistent with the mission and values of RVMC." The Patient Account Representative works under the supervision of the Revenue Cycle Director.

Job Duties:

- Answer primary telephone
- Manage appointment requests and assure that all appointments are properly entered in the scheduling program
- Calls to remind patients of their appointment whom are not utilizing our Patient connect software
- Gathers critical demographic elements from patients (e.g., name, date of birth, Social Security Number)
- Confirms whether patients are insured and, if so, gathers details (e.g., insurer name, plan subscriber)
- Calculates patients' co-pays, deductibles, and co-insurance
- Calculate GFE' for private pay patients
- Puts together deposit
- Process ROI requests from patients and doctors office in a timely manner

- Attempts to collect patient cost-sharing amounts (e.g., co-pays, deductibles) and outstanding bad debt before service
- Connects patients with financial counseling or Medicaid eligibility vendor as appropriate to promote financial clearance
- Completes Medicare Secondary Payer Questionnaire for Medicare beneficiaries
- Minimizes duplication of medical records by using problem-solving skills to verify patient identity through demographic details (e.g., name, spouse's name, Social Security Number, date of birth, address)
- Ensures patients have logistical information necessary to receive their service (e.g., appointment place and time, directions to facility)
- Thoroughly documents all conversations with patients and insurance representatives
- Assure that all check-in procedures are followed prior to admitting a patient; including making patient charts, verifying information, and obtaining appropriate signatures
- Properly register all patients and make sure that all information that is required for billing is accurately entered in the system, at the same time collect payment for co-pays or sliding scale
- Administer patient check-out procedure and provide a bill
- Take the necessary steps to collect over-due accounts.

- Co-Pay collection and posting payments received in the clinic
- Call scheduled patients if they do not show up for scheduled visit
- Call physicians to request scripts, if not received, and/or protocols
- Answer any questions patients may have about their account
- Work with multiple providers
- Satisfactory time and attendance
- Other duties as assigned

POSITION REQUIREMENTS

This is a full-time, benefited position.

Licensure/certification/registration:

- **None**

Minimum Education Requirements:

- **High School Diploma;**

Minimum Experience:

- **3-5 years in Hospital or Clinic Setting preferred.**
- **Computer skills**
- **EMR experience preferred**
- Familiarity with federal regulations and other guidelines for patient registration and collections
- General understanding of Medicare, Medicaid, managed care, and commercial payers
- Excellent communication skills, both verbal and written
- Provides high quality customer service
- Familiarity with [SOFTWARE USED BY ORGANIZATION] - Ability to collaborate with others
- Knowledge and Understanding of HIPPA

Special Qualifications or Skills:

- **Strong computer proficiency;**
- **Medical Billing and Terminology experience;**
- **Interpersonal skills;**
- **Multi-line phone proficiency.**

Physical Requirements:

- **Office equipment used - Computer, Calculator, Printer, Fax Machine, Copier, Telephone, Credit Card machine.**
- **Work Environment – While performing the duties of this job, the employee constantly works around others, with the public, and usually inside. The noise level in the work environment is typically moderate.**



321 Madison Street
PO Box 336
Sheridan, MT 59749
Phone: (406) 842-5453
Fax: (406) 842-5455
www.RVMC.org

- **Physical Demands** – While performing this job the employee is required to use hands to finger, handle, or feel objects, and to type on a keyboard. The employee is required to sit, talk, write, hear, and read. The employee may be required to stand for extended periods of time, walk, stoop, kneel, and reach with hands and arms.
- **Vision Demands** – Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- **Mental/Motor Demands** – While performing the duties of this job, the employee does routine work. The employee frequently exercises flexibility (switching from one task to another). The employee occasionally has to maintain attentiveness and intensity. The employee is frequently involved in social interaction which requires oral communication and written communication. Memory, reasoning, and exercising judgement are constant requirements of the job. Mathematic skills are frequently utilized for this job.

Signature: _____

Date: _____

Print Name: _____