



A Member of **MEMORIAL'S** Family of Services

## Job Description

**Title of Position:** Customer Service Representative/Financial Counselor/CPC

**Department:** Billing

**Supervisor's Title:** CEO and/or Designee

**FLSA Status:** Non-exempt

**Positions Supervised:** None

**Pay Grade:** A-R/Payment Entry/Billing Representative

**Last Revised:** August 2008

### **POSITION SUMMARY:**

The Customer Service Representative is responsible for researching and resolving customer inquiries.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

#### General Duties

1. Updates patient demographics (e.g. address, insurance) and rebuilds charge, if necessary.
2. Addresses patient questions/concerns regarding delinquent accounts.
3. Posts payments to patient accounts for various private, commercial, and government agencies.
4. Researches and resolves patient credit balance reports.
5. Processes funds to payers in a timely manner.
6. Assists with electronic billing.
7. Assists Accounts Receivable follow-up staff with payment denials.
8. Processes credit reports.
9. Assists with bone density scheduling.

#### Counseling Duties

1. Contacts patients with delinquent accounts as assigned. Follows established office protocol in the collection process as required.
2. Prepares and mails collection letters to patients per established guidelines.
3. Responds to patient inquiries and concerns, both in-person and on the phone.
4. Coordinates and develops payment plans for delinquent patient accounts per established guidelines.
5. Files all provider collection and write-off summary reports.

#### Coding Duties

1. Monitors and/or reviews coding and batching.
2. Posts charges in PM System, if applicable.
3. Executes detailed chart audits performed on a quarterly basis in coordination with MPM compliance.
4. Reviews charges of physicians regarding patients when a procedure/office visit is charged.
5. Assists office staff with questions about accounts, referrals, ICD.9 and CPT coding. Reviews charts and applies appropriate CPT Guidelines for global surgeries and use of modifiers.
6. Remains current on checking ICD.9 and CPT manuals for new and revised codes. Determines obsolete or poorly utilized codes.



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7. Reviews small balance report; makes and/or post adjustments as necessary.
8. Demonstrates proficiency in assigning accurate codes for diagnoses, procedures, and services.
9. Maintains and regularly updates the clinic fee slip.
10. Processes missing encounter reports in a timely manner.
11. Other duties as assigned.

#### Miscellaneous

1. Exemplifies excellent customer service with patients, visitors, and other employees; shows courtesy, friendliness, helpfulness, and respect.
2. Consistently demonstrates respect for the capabilities, different cultures and/or personalities of internal and external customers.
3. Relates well, and works collaboratively with, all levels of staff in a professional manner.
4. Consistently alters plans/routines when situation requires and continues to perform without projecting stress/frustration that would adversely affect the work environment.
5. Maintains and ensures patient privacy and confidentiality.
6. Takes the initiative to proactively assist others without direct supervision and to resolve problems with other departments and co-workers.
7. Ensures building is clean, organized and presentable for patients and clients.
8. Maintains open and effective communication with providers and employees to ensure quality patient care.
9. Performs other duties as assigned.

#### **QUALIFICATIONS:**

**Education:** High School Diploma or equivalent.

**Experience:** Minimum of one year of medical billing experience; certified professional coder..

**Licenses/Certificates/Registration:** Current Washington State driver's license, preferred. If a licensed driver, proof of automobile liability insurance coverage required.

**Knowledge/Skills/Abilities Required:** Ability to read, write, and communicate clearly in English; keen organizational skills; knowledge of medical terminology, preferred; knowledge of established professional billing processes, procedures, and protocols; demonstrates strong customer service skills; proficient in common computer applications/ten key; ability to prioritize and execute a variety of tasks simultaneously; self motivated; ability to maintain cooperative relationships with patients, families, physicians, staff, and other customers.

#### **ESSENTIAL FUNCTIONS:**

1. Ability to work at a computer terminal for extended periods of time on a daily basis.
2. Physical requirements for this position include: hearing, seeing, speaking, feeling, reaching, pinching, and repetitive motions.
3. This position requires sitting for long periods of time. Walking and/or standing is required routinely.
4. This position requires exerting up to 40 pounds of force in order to lift, carry, pull, or move objects.

*“Memorial Practice Management provides reasonable accommodations to assist qualified individuals in order to perform the essential duties their job requires. The description is intended to provide only basic*



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*guidelines for meeting job requirements and serves as merely a summary rather than a complete listing of duties. Responsibilities, knowledge, skills, abilities, and working conditions may change as needs evolve. This job description does not constitute a contract as employment is at will.”*

**Incumbent's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Print Name:** \_\_\_\_\_