



Northwest Rehabilitation Associates, Inc

Job Title:	Patient Accounts Representative/ Front Office Specialist	
Division/Department:	Administration	
Reports to:	Practice Administrator	
Type of position:	Hours/wk:	Employment Status:
Full-Time	>40	Non-exempt
General Summary:		
<p>Responsible for researching, analyzing and managing patient and insurance accounts. Provides day-to-day support in collections, data entry, customer service, reporting, daily deposits, answering phones, greeting patients, creating and updating/verifying patient and insurance information in the computer system, collecting/explaining payment policies and billing/collections processes, posting OTC payments into computers system, chart retrieval/delivery and nightly balancing.</p>		
Required Skills:		
<ul style="list-style-type: none">• Excellent interpersonal, communication, telephone, customer service, organizing, and time management skills are essential.• Ability to read, write, speak and understand English.• Ability to read and write medical terminology.• Ability to actively participate in team-oriented processes.• Ability to handle cash and balance account receivable.• Basic computer skills including familiarity with electronic medical records• Supports and contributes to effective safety and risk management efforts by adhering to established policies and procedures, maintaining a safe environment, promoting accident prevention and identifying and reporting potential liabilities.		
Duties and Responsibilities:		
<p><i>The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.</i></p> <ul style="list-style-type: none">• Review and manage patient accounts receivable and follow-up with patients on outstanding balances.• Assist billing team on insurance follow-up and EOB management.• Identify and assist patients with financial needs to include screening for financial assistance.• Review accounts for potential refunds and/or adjustments.• Assist patients with monthly statement questions and/or account questions.• Create and send appeal letters to insurance companies on behalf of the patient and therapist.• Assist with solving payment and reimbursement problem through tasking and EOB retrieval.		



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- Process daily mail and daily deposits.
- Process delinquent letters for patient accounts and manage collection accounts.
- Greet, register, instruct and provide general assistance to patients.
- Obtain demographic and financial information and enter/scan into computer system.
- Relay any relevant medical and/or insurance updates/changes to appropriate departments.
- Collect copay, co-insurance, deductibles and/or past due balances, post into computer system while maintaining and balancing cash drawer.
- Assist patients with account questions, payment plans and/or financial hardship applications.
- Ensure authorizations are in place before scheduling, complete appropriate authorization forms and educate patients on authorization requirements.
- Confirm medical chart is complete and financial responsibilities is settled before patient leaves.
- Retrieve incoming faxes daily, work and distribute as appropriate.
- Electronic scanning and filing.
- Responsible for ensuring cancellations and/or no-show appointments are filled and rescheduled.
- Assist Front Office Lead with supply management, system analysis
- Coding, faxing and plan of care/order tracking as needed.
- Complete tasklog daily.
- Complete nightly balancing and daily balancing.
- Complete nightly closing functions to ensure high productivity for the next day.
- Customer Service: Calls are answered timely, professionally and respectfully. Applies good listening skills as well as problem solving skills. Accounts are notated thoroughly.
- Additional duties as assigned by Practice Administrator and/or Front Office Lead.
- Attend and participate in all staff meetings.

Quality Improvement:

- From time to time, Northwest Rehabilitation Associates, Inc. staff members may be asked to participate in Quality Improvement projects in addition to their typical job functions.

Key Relationships:

- **Reports weekly to the Front Office Lead, more often as needed.** The Patient Account Representative/Front Office Receptionist works closely with the billing staff, providers, patients and outside vendors providing assistance and information as requested.

Major Challenges:

- Working with a wide variety of tasks with overlapping priorities and deadlines. This requires organizational skills with the ability work under pressure and prioritize task.
- The wide variety of patient and staff age groups encountered requires the individual to be positive, patient, flexible and understanding.
- Constant changes in healthcare can impact daily flow at times.
- Frequent interruption in daily work flow.
- Maintaining/monitoring work load schedules to minimize the impact on the work of other department members.

Sensory Requirements:



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- Continual talking to people in person or on the telephone. Occasional communication via e-mail.
- Continual hearing in person and on the telephone.
- Vision for close work.
- Ability to sit and operate a computer for long periods of time.
- Noise level consistent with that of a busy medical office setting in a “high traffic” area within the office.

Environmental Setting:

- Safety requirements (i.e. clothing, equipment required, activities performed) consistent with that of a medical office setting.
- Exposures (i.e. fumes, chemicals, vibrations, humidity, cold, heat, dust noise, blood & body fluids) consistent with that of a medical office setting.
- Operation of equipment, tools, vehicles consistent with that of a medical office setting.
- Required hygiene standards (food handling, clean, contaminated and sterile equipment) consistent with that of a medical office setting. Northwest Rehabilitation Associates strives to keep a fragrance-free environment to benefit those with allergies.

Education and/or Experience:

- HS diploma or equivalent.
- Preferable one-two years medical reception/billing office experience.
- Experience with EMR preferred.
- Bi-lingual a plus.

This job description is intended to describe the general content of, and requirements for this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements, and does not limit the assignment of additional duties at the discretion of the manager or supervisor. It may be used as a tool during future performance evaluations.

By signing this agreement, I state that I am able to meet all of the qualifications and requirements specified within this document.

Employee Name (Print)

Date

Employee Signature



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Supervisor/Manager Signature

Date