**POSITION:**  Insurance Follow up **REVISED:**May, 2018

**DEPARTMENT:**  Patient Financial Services **APPROVAL:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**POSITION SUMMARY:**

Works with third party payers to ensure the hospital receives payments in a timely and accurate manner.

**POSITION ACCOUNTABILITIES:**

1. Review aged trial balance (ATB) in alpha split for delinquency of account balance (i.e., over 30 days).

1. Follows up accounts (#1) with collection process (telephone/written).

1. Communicates with payers and/or patients to resolve account balances.

1. Maintains follow up file on accounts over specific day parameters (i.e. over 30 days) and corresponds with payer or patient for resolution.

1. Refers accounts to department management for charity and bad debt consideration (with applicable documentation) on a daily basis.

1. Has complete knowledge of UB04 and 1500 regulations.

1. Had complete knowledge of Medicare, Medicaid and government regulations.

1. Completes related forms to UB04 or 1500 and forwards them to appropriate insurance company (i.e. sterilization forms, Medical Records documentation).

1. Has complete knowledge of the Medicaid identification system.

1. Maintains accounts as applicable (i.e. financial class change, insurance changes, patient demographic changes).

1. Works mail correspondence to resolution on a daily basis.

1. Receives / answers telephone inquiries regarding follow up issues and brings to resolution within 24 hours.

1. Performs other duties as assigned by department management.

1. Consistently strives to increase production through innovative techniques.

1. Adapts to change in work load as necessary, continually uses time to the department’s advantage.

1. Performs in accurate and timely manner in emergency situations when time is of the essence.

1. Willingly performs assignments outside scope of classification.

1. Has a sound knowledge of the computer system as it pertains to Patient Billing Sub- system.

1. Maintains a thorough knowledge of the computer system as it pertains to Patient Billing sub-system.

1. Establishes good rapport with patients and visitors, respecting patients right to privacy and confidentiality of information.

1. Responds to requests in a friendly, cooperative manner.

1. Handles telephone request with courtesy and accuracy.

1. Performs duties with minimal supervision.

1. Recognizes and performs duties which need to be performed, although not directly assigned.

1. Makes sound judgments based on factual information.

1. Ensures that all billing meets all compliance rules and regulations.

1. Informs Manager, Patient Financial Services on any compliance issues.

1. Provides proper notification for absence or tardiness, is punctual and observes work

schedule.

1. Does not abuse or take advantage of sick time.

1. Follow established policy for requesting leave.

1. Consistently makes good use of time during assigned shift.

1. Adjusts schedule to respond to the demands of the work load.

1. Assists in other areas as required.

**POSITION QUALIFICATIONS:**

**Minimum Education**High School Diploma

**Minimum Experience** One (1) year billing or follow up experience

**Required Courses/Training**10 Key adding by touch, photocopy machine, computer,

fax machine, multi-line phones.

**Required Certification/Registration**None

**Skills**Excellent communication skills.

**Physical Demands** Prolonged sitting, extensive time spent on telephone.  Some keying

standing approximately 1 hour per week filing, occasional lifting of computer paper,

approximately 20 lbs.

**Working Conditions** In doors at desk, on the phone, occasional direct contact with patients

and or responsible parties.

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***Date                     Employee Signature                      Employee Printed Name***