JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Patient Account Representative

Job Code: 6996

Salary Grade: C03

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Under general supervision, may participate in any or all aspects of the patient processing and accounts receivable functions of the organization including billing, charge entry, collection, registration, scheduling, follow-up, coding, payment posting and credit balance resolution. May reconcile daily IDX system receivables reports. May balance monthly transactions and provide summaries to faculty and department administration.

- Review patient admitting records and extracts relevant information. Records patient identification and demographic information in the computerized billing system.
- Contacts agency representatives to verify type and extent of coverage.
- Performs preliminary review of source documents to determine that sufficient data are present for processing. Transcribes and/or verifies data from source documents to the medium used for entering data into the computer.
- Batch charges, generate cash totals, and enter charges. Balances batches by comparing batch proofs to source documents and hash totals.
- Works with all areas of the organization to obtain any necessary or requested documentation for patients, insurance carriers, or other areas.
- May interact with hospital patient accounting or records personnel to obtain patient demographic or other billing information.
- Operates hospital information system terminal to obtain patient demographic information, patient insurance information, and status of approvals or denials.
- Completes processing of all inpatient and outpatient documents received on a daily basis.
- Assists in resolving department problems with IDX billing.
- Maintains records of charges, payments, and third party charges.
- Answers patient¿s questions regarding statements, and agency coverage.
- Identifies patient accounts for collection action when accounts become delinquent or when unable to contact patient or responsible party. Handles correspondence regarding collection activity and records results. Initiates contact with patients and/or third party carriers if there is a delay in responding to statements or claims.
- May receive patient payments and/or issue payment receipts. Post receipts to proper patient accounts.
- Record CPT or ICD-9 codes on billing forms.
- May process incoming and outgoing mail.
- May receive incoming telephone calls and resolve issues communicated. Records results of mail and telephone contacts on the computer billing system.
- Contacts insurance carriers regarding non-payment and/or improper payment of claims
- Reviews denials and posts denials.
- Interfaces with patients, physicians, and others regarding professional billing operations and funds.
- Compare batch proofs and source documents for accuracy.
- Assists in reviewing and balancing IDX transaction reports for administration. Reconciles daily IDX receivables reports.
- Prepares billing statements from statistical data, daily refund check requests, and other daily credit balances other than refunds.
- Review daily billing and accounts receivable credit balance reports.
- Post refund checks to patient accounts and mail refund checks to patient with supporting documentation.
- Performs various duties as needed in order to successfully fulfill the function of the position.

Minimum Qualifications

Education:

Required: High School Diploma or GED.

Experience:

Required: 18 months experience in Medical Billing, Medical Collections, and Medical Billing Systems (IDX or other billing system).

Certifications or Licenses:

None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Working knowledge of medical billing and collections.
- Customer service.
- Ability to communicate verbally and in writing.
- Ability to resolve problems in a timely manner.
- Proficient with a medical billing system and Microsoft Office Suite (Word, Excel, and Outlook)
- Ability to multitask and meet deadlines.

Working Conditions

Physical:

- Sitting for prolonged periods. Communicate effectively and listen. Use of computer and telephone.

Environmental:

- Standard Office Environment.

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