

Hospice of Southern Maine

Position Description

Title:	Patient Accounts Representative	Reports to:	Staff Accountant
Primary Location:	Main Office	FSLA Class:	Non-Exempt
Supervises:	None	Effective Date:	05-08-19

Position Summary:

The Patient Accounts Representative is responsible to perform accounts receivable functions within regulatory requirements, including benefit verifications, and paper and electronic bill generation, and to support accounts payable functions.

Qualifications:

1. Education: High School Diploma and/or GED required. College degree preferred.
2. Experience: Minimum of 1 year experience with medical billing and electronic medical record experience required. Experience working in a customer service environment required. Proficiency with Microsoft Office, particularly Excel required. Basic Accounting knowledge required.
3. License/Certification: Valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:

1. Performs Medicare, MaineCare, commercial and private pay billing, collections, and payment posting functions, which include:
 - a. Completes benefit verifications
 - b. Generates paper and electronic bills timely.
 - c. Monitors account receivable balances and manages collections to ensure timely payments. This includes working with insurance companies and patients/families, and proposing accounts for write-off as per HSM policy.
 - d. Works with HSM Social Workers/staff to process applications for financial assistance
 - e. Audits intermittently patient records to assess completeness of documentation to support billing.
 - f. Posts payments in EMR and reconciles reports and data with other members of the finance team to assure accurate accounting in both the EMR and the bookkeeping system.
2. Collaborates with clinical staff, patients and insurers to obtain complete and accurate billing information to process claims accurately.
3. Develops and maintains various practice management, billing, financial reports and spreadsheets, by utilizing a variety of computer software programs (ie., McKesson, Microsoft Office, Cyma, etc.)
4. Provides additional administrative tasks to support the Clinical Departments by:
 - a. Facilitating the creation of one-time contracts for equipment and/or supplies
 - b. Communicating with vendors and patients/families as needed for unusual supply and service needs.
5. As needed, distributes incoming invoices to the appropriate person(s) for review and authorization; reviews proper billing amounts per contract arrangements; organizes and prepares batches of invoices for cyclic bookkeeping activity; and maintains patient-related expense accruals.
6. As needed, reviews patient records for appropriate authorization of medical equipment, supplies, and patient-related purchased services as needed in order to maintain full accuracy of bills.
7. Additional duties as assigned.

Other Job Functions:

The following is a list of other responsibilities of this position, but is not intended to cover all possible related duties that this position may be required to perform from time to time.

1. Protect the patients’ right to privacy and the confidentiality of patient and business records and information.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Demonstrates understanding of hospice philosophy.
4. Demonstrates understanding of team approach and communication.
5. Contributes to positive atmosphere; demonstrates positive interactions with all internal and external customers.
6. Demonstrates ability to be a productive team member.
7. Provides timely and appropriate response to internal and external customer needs.
8. Participates in meetings and quality assurance and program improvement activities as required and necessary.
9. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
10. Demonstrates knowledge and support of agency’s safety and OSHA policies. Demonstrates use of safety judgment. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
11. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
12. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.
13. Acts in a manner consistent with the Code of Conduct outlined in the Agency’s Corporate Compliance Program.
14. Performs other duties as assigned to support the agency.

Required Skills, Abilities & Knowledge:

1. Reliable and flexible.
2. Ability to stay calm and effective during times of stress, such as when interacting with confused or distressed customers, during emergency situations, during busy times, etc.
3. Ability to communicate well, in verbal and written format, with a variety of people.
4. Ability to assume responsibilities and work independently on a variety of projects, and to make decisions within the scope of the project.
5. Ability to respond well to supervision and to work independently when appropriate.
6. Ability to focus on the objectives of the position.
7. Ability to work well in settings presenting diverse physical conditions and sociocultural environments.
8. Excellent time management and organizational skills to manage multiple tasks and meet deadlines.
9. Self motivated and self directed.
10. Ability to focus on detail and demonstrate accuracy.
11. Presents as a business professional.
12. Ability to adapt to changing Agency priorities in a positive manner.
13. Administrative support procedures and skills: excellent math skills, proficient typing skills, filing, phone and computer skills, including working knowledge of Microsoft Outlook, Word, and Excel.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Climb	X		
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature	X		
Exposure to blood borne pathogens and infectious disease	X		
Exposure to hazardous materials	X		
Repetitive Motion			X

Visual Requirements:

1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and review computer and paper documents.
3. Must be able to type to perform basic job responsibilities.

Mental Requirements: Requires the ability to plan and perform a wide variety of duties requiring general knowledge of policies and procedures. Requires judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee’s Signature _____ Date _____