

Job Title: Patient Accounts Clerk I
Department: Fiscal/Billing
Reports To: Billing Office Manager
Salary Level: \$13.75-17.87 per hr, KGS 4
FLSA Status: Non-Exempt
Approved By: Chief Executive Officer
Approved Date: June, 2010

SUMMARY: The Patient Account Clerk is responsible for accurate submission of all third party claims. All claims must be submitted in accordance with the policy and procedure of the payer being billed in a timely manner.

FUNCTIONS & RESPONSIBILITIES:

1. Receives patient encounters, sorts by date, key entry of current insurance information, Medi-Cal, Medicare, PVT insurance, etc.
2. Data input of procedures and ICD-9 codes with appropriate fees into the billing system.
3. Edits, proofreads and signs insurance forms.
4. Sends Medi-Cal, Medicare, group and private insurance claims.
5. Mail patient statements once a month.
6. Receives, processes insurance correspondence and follows-up on delinquent accounts.
7. Maintains files for claims, correspondence, etc.
8. Answers the phone, inquiries regarding patient accounts, statements, and insurance billings, etc.
9. Receives patient payments, prepares mail log daily of all payments received via mail, credit patient accounts from mail log and receipts. Receives payment and prepares receipts for patients paying at the billing office.
10. Monthly follow-up must be provided and documented in the accounts note file, for all accounts with third party coverage (i.e., Medi-Cal, Medicare, insurance)
11. Is aware of and deals appropriately with patient confidentiality.
12. Arrives to work on time and is ready to work at the beginning of the shift.

SUPERVISORY RESPONSIBILITIES: This job has no supervisory responsibilities.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each primary responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or competencies required. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary responsibilities.

BASIC REQUIRED ABILITY:

PUBLIC RELATIONS/ADVANCED INTERPERSONAL SKILLS: Addresses clients by name; smiles when talking to clients, physicians, peers, and families; answers the telephone courteously and

promptly; identifies self and department when answering the telephone using pleasant voice tone/verbiage; possesses good listening skills; interacts with clients and peers.

COOPERATION: Must be a self-starter; seeks solutions; accepts constructive criticism; willing to adjust to changes; loyal to KMC.

PROFESSIONALISM: Shows pride in personal appearance and grooming; displays a positive attitude about work; respects the confidentiality of clients; and is congenial with public and peers.

INITIATIVE: Willing to participate in continuing education programs; asks questions; contributes during staff meetings; serves on KMC committees as appointed; demonstrates a desire for self improvement.

JOB SPECIFIC SKILLS AND ABILITIES:

- Computer experience necessary.
- Must be able to type a minimum of 45 words per minute.
- Knowledgeable in health insurance, Medi-Cal, and Medicare billing procedures.

EDUCATION and/or EXPERIENCE:

High school diploma or equivalent; must possess a valid CA driver license; and some previous experience working in a health setting such as in a clinic, hospital, long term care facility or home health agency required, 6 months or more preferred.

CERTIFICATES, LICENSES, REGISTRATIONS: Current CPR Certificate or obtain within 30 days of employment.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY: Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CONFIDENTIALITY: Employee must be aware of and adhere to Hoopa Health Association's Confidentiality Policy and deals appropriately with patient confidentiality at all times.

