

POSITION SUMMARY:

The Medical Billing Specialist will undertake a variety of financial and non-financial tasks to help guarantee the company's revenues.

RESPONSIBILITIES:

1. Post all unassigned payments in Phreesia to appropriate patient encounters.
2. Balance all front desk batches to Phreesia/PM and enter on spreadsheet.
3. Work Payment Assurance and Process Phreesia reporting monthly for text payment reminders
4. Work daily patients chats for collections.
5. Generate monthly and work accounts to be turned over to collections, generate dismissal letters
6. Work patient voicemails weekly as assigned.
7. Answer phone daily as backup and resolve any account issues presented.

KNOWLEDGE, SKILLS, ABILITIES:

- Ability to work independently and as a Team Player.
- Ability to communicate effectively on the telephone with good customer service.
- Ability to relate to persons with diverse educational, socioeconomic, and ethnic backgrounds.
- Ability to exercise good judgement to handle calls appropriately.
- Working knowledge of medical terminology.
- Ability to work under pressure, meet deadlines and manage several tasks simultaneously.
- Ability to maintain professional behavior and promote a positive image of the practice.
- Knowledge of insurance guidelines including HMO/PPO, Medicare, Medicaid, and other payer requirements and systems.
- Ability to handle conflict in a reasonable fashion.
- Excellent math skills.
- Ability to handle confidential and sensitive information.

PHYSICAL ENVIRONMENT/REQUIREMENTS:

- Normal working hours are 8:00 AM to 5:00 PM Monday through Friday; some incidences of work beyond the normal business hours should be expected based on patient demand.
- Professional medical office setting without significant variation in temperature or lightning.
- Performance of basic physical functions of finger dexterity, grasping, clearly understood speaking, hearing, sight (far and near to include data, figures, and computer equipment), and repetitive motion.
- Performance of primarily sedentary work, sitting for extensive periods of time; occasional lifting or moving of object weighing up to 20 pounds.

EDUCATION/EXPERIENCE:

- Graduation from High School or Equivalency.
- Customer service experience preferred.
- A minimum of one year of experience in a medical billing office setting preferred.