

JOB DESCRIPTION

POSITION TITLE:	Medical Payment Posting & Reconciliation Specialist
LOCATION:	HOPE Clinic - Main
REPORTS TO:	Billing & Credentialing Coordinator
EDUCATION:	High School diploma required; Associate's or Bachelor's degree in Business, Finance or Accounting preferred
WORK EXPERIENCE:	Previous work experience in insurance billing regulations and understanding insurance contracts preferred but not mandatory.
SALARY RANGE:	Depend on experience
FLSA STATUS:	Non-Exempt
POSITION TYPE:	Full Time
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is preferred

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political or other opinion, national or social origin, etc.

JOB SUMMARY:

The Medical Payment Posting & Reconciliation Specialist will manage accounts receivable billing and collection of payments for all designated payers and designated locations in order to meet and maintain goals. He/She will monitor A/R aging, accessing the accounts for further attention by involving the A/R; collect balances to ensure statements are processed and paid promptly. He/she will also manage and reconcile all payments; make sure it is posted into the patient's account with the correct amount and adjustment.

MAJOR DUTIES & RESPONSIBILITIES:

- Post all personal, insurance and liability payments from Remittance and EOB's to appropriate accounts with minimum errors;
- Apply manual payments and auto payments to accounts for payor types of Medicare, Medicaid and Commercial Insurances;
- Analyze EOB information, including co-pays, deductible, co-insurance, contractual adjustments, denials and more to very accuracy of patient balances;
- Scan all EOB's into system and creates hardcopy file for original EOB's by day;
- Add appropriate ANSI denial codes and comments to assure all necessary appeals and post payment follow up can take place;
- Investigate the source of unidentified payment to ensure they are applied to appropriate accounts. If necessary will contact the sender to clarify where the payment should be posted;
- Reconcile shortage on both paper and electronic EOBs to determine proper allowance and correct write off;
- Assist in updating the Direct Deposit Daily;

- Assist in performing comparison of downloaded files to the Direct Deposit and correct any discrepancies;
- Assist in setting up Electronic Remittance Advices (ERA) for Commercial and Medicare payors;
- Assist in running and balancing credit cards daily;
- Send all batch reconciliation information to the Finance department;
- Assist in performing check deposits and assembling logs daily;
- Contact patients, insurance or third party administrators when clarification of information is needed to successfully post payment;
- Handle telephone questions and concerns from customers; ensures complaints and inquiries are recorded and reported to management;
- Report all Medicare credits quarterly to Medicare on appropriate form and supplies all supporting documentation;
- Work on recoupment accounts to settle;
- Follow up with outstanding A/R all payers and/or including self-pay and/or including resolution of denials;
- Read, analyze, and interpret common scientific or technical information, financial reports and legal documents;
- Research inquiries in a professional and courteous manner and work with Accounts Receivable team members, to identify and resolve escalated customer concerns in a timely manner, potentially without direct Supervisor oversight. Partner with Team Lead and Supervisor to develop solutions to repeat customer concerns;
- Act as point of contact for the team when Supervisor/Manager/Team Lead are unavailable;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Data entry skills and working knowledge of computer required. Exceptional customer service and interpersonal communication skills. Proficient in examining documents for accuracy and completeness. Ability to multitask and manage time effectively. Ability to handle payment in accordance with detailed instructions.
- Must be fully vaccinated against COVID-19.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

EDUCATION and/or EXPERIENCE:

High School diploma required; Associate's or Bachelor's degree in Business, Finance or Accounting preferred

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred;
- Above average skills in language ability as well as public speaking and writing;
- Knowledge of state and federal regulations as they relate to the billing process preferred but not mandatory;
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests and complaints and forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.
- Must have the ability to lift 50 lbs.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke free and drug free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed