

Job Title: Claim Follow-up Representative

Summary of Duties: Responsible for collecting, posting and managing account payments. Responsible for submitting claims and following up with insurance companies.

Supervision Received: Reports to Billing Lead or Billing Manager

Essential Functions:

1. Prepares and submits clean claims to various insurance companies either electronically or by paper.
2. Answers questions from patients, clerical staff and insurance companies.
3. Reviews accounts for possible assignment and makes recommendations to the Billing Supervisor.
4. Performs various collection actions including contacting patients by phone, correcting and resubmitting claims to third party payers.
5. Participates in educational activities and attends monthly staff meetings.
6. Conducts self in accordance with the RRS employee manual.
7. Maintains strict confidentiality; adheres to all HIPAA guidelines/regulations.

Skills/Experience preferred:

1. Knowledge of medical billing/collection practices.
2. Knowledge of computer programs.
3. Knowledge of business office procedures.
4. Knowledge of basic medical coding and third-party operating procedures and practices.
5. Ability to operate a computer and basic office equipment.
6. Ability to operate a multi-line telephone system.
7. Skill in answering a telephone in a pleasant and helpful manner.
8. Ability to read, understand and follow oral and written instructions.
9. Ability to establish and maintain effective working relationships with patients, employees and the public.
10. Must be well organized and detail-oriented.

Environmental/Working Conditions: Normal office environment.

Occasional overtime may be required and/or hours may be shortened as business needs dictate.

Physical Demands: Requires sitting and standing associated with a normal office environment. Manual dexterity needed for using a calculator and computer keyboard.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, skills and working conditions may change as needs evolve.