

POSITION: ACCOUNTS RECEIVABLE SPECIALIST

Job Status: Full-time, Non-Exempt
Reports to: Revenue Cycle Operations Manager
Supervises: None

Job Summary: Responsible for all aspects of medical billing and accounts receivable management including charge entry, payment posting, customer service, and follow-up in accordance with practice guidelines with an emphasis on maximizing patient satisfaction and profitability. Responsible for submitting corrected insurance claims electronically. Responsible for providing coverage for the Account Support Specialist when needed.

Duties and Responsibilities:

1. Works to resolve complex insurance claim issues.
2. Corrects claims by matching correct procedural (CPT) and diagnoses (ICD-10) codes.
3. Works with insurance carriers through electronic claims processing and online claim resolution features.
4. Follow-up on all outstanding insurance claims at 45 days from the date of service in accordance with practice protocol with an emphasis on maximizing patient satisfaction and practice profitability.
5. Corrects all denied claims in a timely matter.
6. Provides timely follow-up on all appeal submissions with accurate documentation.
7. Reviews payments of carriers and submits appeals for further claim review when applicable.
8. Handles all matters related to claim rejections for proper resolution.
9. Regularly reviews all bulletins and correspondence from insurance carriers for up-to-date changes and notifies all applicable staff.
10. Attends continuing education programs relating to coding and insurance reimbursement.
11. Monitor reimbursement from managed care networks and insurance carriers to ensure reimbursement consistent with contract rates.
12. Maintain an organized, efficient, and professional work environment.
13. Reconciliation of the deposits across the practice to complete a final daily close.
14. Helps maintain billing compliance requirements of Medicare, Medicaid, managed care plans, commercial carriers, Workers' Compensation, and other government programs.
15. Assists in the education of physicians and staff in documentation requirements and requests letters of medical necessity when needed.
16. Complies with all practice policies related to OSHA, HIPAA, and Medicare Compliance.
17. Completes all other duties as assigned by Revenue Cycle Operations Manager.

Education: Associate degree preferred or will consider equivalent work experience.

Experience: Requires a minimum of two years of medical office accounts receivable experience, preferably in orthopaedics.

Knowledge:

- Knowledge of medical terminology, CPT, ICD-10, HCPCS, modifiers, coding, and documentation guidelines.
- Knowledge of managed care plans, insurance carriers, and specific appeal procedures.
- Knowledge of computer programs and applications, including Microsoft 365.
- Knowledge of grammar, spelling, and punctuation to type, along with the ability to compose strong appeal letters.
- Knowledge of current Medicare Compliance, OSHA, and HIPAA regulations.
- Knowledge to perform mathematical calculations.
- Must demonstrate consistent professional conduct and meticulous attention to detail.

Skills:

- Skills in operating a computer, EHR, Practice Management Systems, and other medical software.
- Skills in answering the telephone pleasantly and helpfully.
- Skills in verbal and written communication, as well as, exceptional interpersonal communication.
- Skills in problem-solving and exercising sound judgment.
- Skills in organization, the ability to prioritize, and multi-task.

Abilities:

- Ability to identify claim denial trends and recommend solutions.
- Ability to organize and prioritize tasks efficiently.
- Ability to work with little supervision.
- Ability to establish and maintain effective working relationships with patients, employees, other healthcare professionals, and the public.

Working Conditions:

- Work is performed in an office and/or a remote setting. Must be able to sit for long periods of time. Extensive telephone communication is required. Occasional evening work.

Physical Demands:

- Work requires hand dexterity for telephone and office machine operation, stooping and bending for filing and supplies, and sitting for extended periods of time. Manual dexterity in using a calculator and computer keyboard.

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