



## Patient/Payor Services Rep Job Description

**Position Summary:**

Designated position of insurance billing representative is responsible for review and submission of electronic and hard copy claims and is a resource for others on all aspects of billing.

Designated position of insurance follow up representative is responsible for one or more aspects of insurance follow up which includes responsibilities for performing insurance follow up functions to ensure maximum and timely reimbursement of claims from either a proactive or reactive approach, working insurance denials, and to resolve all insurance underpayments and overpayments to fully resolve the insurance balance within the patient accounting system.

Designated position of payment poster is responsible for accurately and timely posting of both electronic and manual payment and ensuring that all denials received from insurance companies are documented and routed to the appropriate department to ensure timely billing and follow-up can be done.

**Principal Accountabilities and Essential Functions of the Job**

*(Listed in order of importance and percent of time; what must be accomplished, not how it must be done):*

**Major Areas of Responsibility/Essential Function**

**% of Time**

Ensures appropriate billing guidelines are followed, adheres to all compliance requirements, works all billing and contractual edits, bills secondary claims, works billing rejections, process corrections and additions to data contained in patient demographic files, system dictionaries, and control files AND/OR Performs follow up functions with payors on all unpaid, incorrectly paid, or denied claims, and responds according to established policies and procedures. Calculates and enters contractual adjustments in accordance with contracts and fee schedules in effect at time of service. AND/OR Timely posts payments, denials, and adjustments to patient accounts both manually and electronically, completing all steps defined in departmental policies and procedures, and ensuring that all funds have been received prior to payment processing. Accurately balances batch records for Finance and handles all documentation according to policies and procedures.	50
Effectively resolves all internal and external correspondence and inquiries. Properly investigates, documents and professionally communicates to all customers, internally and externally. Ensures accounts are accurately noted with action taken.	20
Works designated work lists according to supervisor specified direction on a daily basis, handling multiple tasks and priorities to meet deadlines.	10
Maintains confidentiality of all patient, associate and organization information in accordance with State, Federal and HIPPA regulations.	10

**Education and Experience:** *(Check the minimum requirements for education and experience for this position.)*

**Required Education** *(Checked box)*

**Preferred Education** *(Checked additional box(es) with "preferred" in explanation field)*

**Experience Level** *(Checked box(es))*

<input checked="" type="checkbox"/>	High School or Equivalent (GED)	<input checked="" type="checkbox"/>	0 – 2 years - Previous experience in health insurance or medical billing environment preferred.
		<b>Knowledge, Skills &amp; Abilities required:</b> Strong oral and written communication skills. Ability to solve complex problems using excellent analytical skills. Experience working with managed care contracts or Governmental insurance (Medicare and Medicaid), knowledge of health insurance rules and regulations. Knowledge of DRG's, HCPCS, ICD9, CPT and revenue codes. Excellent mathematical skills. Experience in computer based applications, including Word and Excel. Extensive internet usage required.	

**Potential exposure to blood and body fluids:**

**Category III** – *Performs tasks that involve no exposure to blood, body fluid, or tissue.*

**Equipment Operated:** Basic office equipment - computer, telephone, calculator, fax machine, photocopier

4.	<b>Physical Activity:</b> <i>(Check all that apply)</i>					
	<b>Activity</b>	<b>N/A</b>	<b>0-25%</b>	<b>26-75%</b>	<b>76-100%</b>	<b>Avg. lbs.</b>
	Lift/Carry	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	25 lbs.
	Push/Pull	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Reach Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Comments:</b> Occasionally needs to lift full copy paper boxes to ensure that work area is supplied with necessary paper needed to perform job functions.
	Climb	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Squat/Bend/Kneel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walk/Move About	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.	<b>Working Conditions:</b> Business office environment					

*The most significant duties have been included in this description. Other duties may be assigned as necessary. Staff One HealthCare reserves the right to modify this job description as needed to accurately reflect the duties assigned.*

Signature \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Full Name (print)



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