

## Patient Account Representative

Bigfork Valley Business Office / \$19.46 - \$27.66/ Full-Time

258 Pine Tree Drive, Bigfork, MN, United States

### Benefits- Full & Part-time Employees

- Health Insurance: Bigfork Valley offers medical insurance with a Health Savings Account and employer contributions.
- Dental Insurance: Bigfork Valley offers dental coverage through Delta Dental.
- Vision Plan: Bigfork Valley offers vision coverage through VSP Vision Network.
- Healthcare and Dependent Care Flexible Spending Accounts: Bigfork Valley offers both Healthcare FSAs and Dependent Care FSAs to employees.
- Life Insurance and Long-Term Disability: Basic term life insurance and Long-Term Disability are provided to employees at no cost. Supplemental voluntary life is also available for employees and their dependents.
- Retirement: Employees are eligible to contribute to a 457(b) (traditional or Roth), with Bigfork Valley providing a match after one year of employment.
- Employee Assistance Program: Bigfork Valley offers you and your family members free, short-term counseling, referral, and support services.
- Paid Time Off (PTO) to offer a work-life balance.
- Employee Referral Program

### Job Summary

- Process necessary insurance forms and performs related clerical duties. Verifies insurance coverage by third-party agencies and computes charges. Prepares and submits bills to third-party payers and mails statements to patients. Answers inquiries regarding insurance and/or billing concerns and follow-up with peer source when needed. May also be responsible for insurance follow-up.

### Duties and Responsibilities

- Prints and mails or electronically submits insurance claims in a timely manner as needed.
- Coordinates monthly patients statements with statement clearing house. Reviews claims and makes necessary changes.
- Answers patient questions regarding statements, insurance claims, and payments.
- Telephones insurance companies as necessary to obtain prompt settlement of insurance claims as needed.
- Monitors and communicates findings regarding the collectors and billers desktop to ensure timely insurance claims processing as needed.
- Prepares and prints necessary reports.
- Logs patient account activity in computer or paper file.
- Prepares deposit as needed.
- Maintains a positive attitude toward clients and coworkers.
- Maintains the ancillary service department interface accuracy by correcting rejected batches.
- Updates the balance sheet with census and daily report information.
- Verifies admissions and discharges for accuracy and makes corrections as needed.
- Processes and submits credit reporting to all payors.
- Reviews claims and makes necessary adjustments including rejected claims and processing of insurance refunds.

## Duties and Responsibilities continued

- Check offsetting balances.
- Check ODS for multiple accounts.
- Oversees small balance write offs and Medicare non-covered service adjustments.
- Provides support, problem solving, and information to business office team inquires.
- Stay abreast of regulations affecting claims processing and other healthcare functions.
- Coordinate with other departments assuring prior authorizations and referrals are done as needed.
- Maintain resident trust accounts.
- Adhere to confidentiality and compliance policies and procedures.
- Handles collections on accounts with patient/guarantor responsibility. Refers account with no activity or accounts not meeting payment guidelines to collections agency.
- Works with patients/guarantors regarding price estimates and/or down payments for services when required.
- Processes and submits self-pay credit balance refunds.
- Monitor patients that have asked for Benevolent Care Program.
- All other duties as assigned.

## About the Position

- Full-Time
- Remote

## Qualifications

- One-two years of college or technical school in related field, and/or five years related experience.
- Five years of insurance and/or coding experience required.

\*The hourly wage for this position is \$19.46/hour to \$27.66/hour, with a median wage of \$23.56/hour. It is not typical for an individual to be hired at or near the top of the range for their role. Compensation decisions are dependent on the facts and circumstance of each case and on several factors including relevant work experience, education, certification & licensure, and internal equity. Hourly pay is just one part of the compensation package for employees.

EEO/AA Employer/Vets/Disability