

Billing Representative / Patient Services Representative

General Summary: A full-time position for a dedicated professional in a unique, fast-paced, challenging position where excellent patient care, willingness to learn, ability to multitask and attention to detail are priority. Must work well in a team environment.

Essential Job Responsibilities and Requirements:

- Gathers and enters patient charges in EMR.
- Posts daily payments from both patients and insurance companies.
- Verifies and monitors charge information in EMR and produces billing.
- Follow-up with insurance companies about unpaid balances and insurance claims.
- Follow-up with patients about unpaid balances.
- Sends denial letters on claims and follows up on requests for information.
- Maintains required billing records, reports, files, logs, etc.
- Answers phone calls in billing department, as necessary.
- Meets with patients in person as necessary to discuss billing inquiries.
- Fulfills organizational responsibilities as assigned including respecting/promoting patient rights and sharing problems relating to patients and/or staff with immediate supervisor.
- Attends and participates in staff and departmental meetings.
- Maintains strictest confidentiality in accordance with HIPAA compliance and CWH confidentiality policy.
- Represents Coastal Women's Healthcare in a positive and professional manner in support of the company mission statement.
- Other projects and duties as assigned by supervisor.
- Fill in and cover the front desk check-in when needed.
- Processing prior authorizations with payers on behalf of patients

Education: High school diploma or equivalent.

Experience: Minimum of one year billing experience in a health care organization required.

Proof of COVID-19 vaccination required.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences. This job description is subject to change at any time due to changes in regulations, policies and/or departmental procedures.