

Collections Rep Cover Letter

655 Weissnat Mission Deloresfurt, MD 82594

Dear Riley Champlin,

I would like to submit my application for the collections rep opening. Please accept this letter and the attached resume.

In my previous role, I was responsible for financial counseling to discuss and resolve debt situation using independent judgment within established limits, including write-off or turn over to a collection agency.

Please consider my qualifications and experience:

- Audits accounts for accuracy to ensure that past due balances are patient responsibility
- Collects and posts payments to the Practice Management System (PMS). Establish payment plans adhering to IPM CBO policy (threshold/terms, propensity to pay scores, promissory notes) and timely follow-up to maximize collections and optimize collection return on investment (ROI)
- Works with other individuals (both within the self-pay department and in other CBO departments) to obtain information needed to service the guarantor
- Maintains an expanded knowledge base of state and federal regulations and company policies regarding compliance, patient privacy and ethical billing and collection practices, payment plan structures, P2P processes, negotiation in accordance with IPM collection policies and self-pay payment processing
- Follows-up on missed and delayed payments on established payment plans
- Participates in regularly scheduled team meetings offering new paths, procedures and approaches to maximize opportunities for performance, process, customer service and collections improvement
- Able to pass thorough background and drug test
- Knowledge of SAP & Microsoft office useful

Thank you for considering me to become a member of your team.

Frankie Kris