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# Example of Billing Customer Service Job Description

Our innovative and growing company is looking to fill the role of billing customer service. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for billing customer service

* Of inbound private pay or facility phone calls to assist in resolution of
* Receive live calls from patients, determine the purpose of the call, and assist the patient in resolving medical billing issue, customer service issue, while maintaining a professional conversation with the patient
* Review Electronic Medical Claims data to determine the proper resolution to the patient's inquires
* Document the purpose and resolution of the patient's inquiry in the Retail Automated Customer Service system (RACS) in a timely and detailed manner
* Assess more complicated problems and determine the proper involvement by management or other departments
* Ensure efficient, accurate and courteous service to customers is maintained
* Respond to a high volume of incoming calls from patients, insurance carriers, and others requesting information regarding account discrepancies, policies and procedures
* Handle patient inquiries while conveying a professional and friendly attitude
* Research billing questions utilizing system data, voucher remittances, and medical charts
* Enter patient, clinical, and insurance data into various systems while maintaining the accuracy of the data

## Qualifications for billing customer service

* Maintain a consistent presence in operational areas assigned
* Ability to review and analyze medical claims and reporting for accuracy and compliance
* Experience using MS Excel – need to be able to create a professional looking document, add worksheets, copy/ paste, sort, freeze or hide cells, sum, create and/ or add/ delete columns
* Must have excellent customer service skills, math skills and ability to solve problems with little to no errors
* Must have strong ethics and ability to work as an effective, collaborative team member
* Must possess excellent communication and multi-tasking skills the ability to review, record & organize data while speaking on the phone