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# Example of Financial Care Counselor Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of financial care counselor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for financial care counselor

* Meets with patients who present as self pay to obtain current or prior insurance coverage, account information to financially clear them prior to discharge
* Collects payments and advance down payment from self pay patients
* Prepares log of payments on accounts to ensure timely recovery of accounts receivable prior to admission or prior to discharge
* Provides assistance to cashier to ensure continuation of service during short absences
* Responds to walk-in and phone inquiries from patients, guarantors, guests
* Researches, identifies and recommends solutions for special circumstances affecting delayed payment of self pay accounts and works with manager for exceptions or difficulty when securing accounts
* Works in conjunction with the Financial Social Worker to ensure appropriate completion of Medicaid applications
* Assists patients in applying for alternative payment programs including, but not limited to, Medical Assistance, HELP loans, Addison-Gibson grants, Adult Basic Care, COBRA, disability benefits, and charity care
* Cooperates with and maintains excellent working relationships with patients, fellow staff from PFS, WPAHS, and designated external agencies or vendors
* Pre-register patients with accurate patient demographics and financial data as needed

## Qualifications for financial care counselor

* Accurately complete patient accounts based on departmental protocol, on insurance plan contracts and guidelines
* Explain bills research to determine the appropriate source of liability/payment
* Communicate with coverage and clinical information requested and to resolve issues
* Facilitate payment sources for insurance carriers regarding Authorization Certification and/or authorizations as appropriate
* Resolve necessity of third party sponsorship and process patients
* Gathers necessary documentation to support proper handling of inquiries