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# Example of Financial Counselor Job Description

Our growing company is searching for experienced candidates for the position of financial counselor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for financial counselor

* Maintain and process current hold bills to ensure timely adjustments and billing to patients occur
* Process adjustments based on reports delivered from management team
* Review and make recommendations for high dollar financial assistance balances to management on a weekly basis
* Completion of productivity tracking as defined by management
* Coordinate all Financial Assistance application efforts with the Patient Services staff
* Perform account registration edits and account adjustments for the Financial Assistance program
* Act as a back up in staffing crisis to receive incoming calls from both internal and external customer regarding billing issues, in a timely and customer friendly manner
* Act as a backup for vacations and staffing crisis to meet with patients directly regarding billing issues and financial assistance questions for the Financial Coordinator located within the hospital
* Perform review and research procedures on billing issues on patient accounts
* Responsible for referring accounts to the Medicaid Liaison when other insurance can not otherwise be secured

## Qualifications for financial counselor

* Requires detailed knowledge of hospital admitting/registration and financial counseling function
* Three - Five years or more previous experience in a healthcare business office and or Hospital Registration department with experience in billing, reimbursement and collections desirable
* Previous patient registration, cashiering, preferred knowledge of insurance verification, authorization and billing process
* Understands and is knowledgeable with all payers, Medi-Cal and Medicare programs
* Must be able to work independently and be able to work at multiple campuses
* Bilingual capability (English/Spanish) desirable