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# Example of Patient Accounts Job Description

Our company is looking for a patient accounts. 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 patient accounts

* Accurately verify and register active patient insurance information in Flowcast and EPIC
* Audit outstanding self pay balances to ensure all applicable insurances have been billed and have paid or denied invoices appropriately
* Handles self pay accounts in a fast paced work environment while keeping errors to a minimum and ensuring accurate and timely account resolution while documenting appropriate account comments and resolutions
* Review and refer past due balances to our outside collection agency in accordance with UMPhysicians procedures and policies
* Respond to inquiries from patients by phone, letter, or in person regarding their accounts
* Work all accounts in assigned Paperless Collection System queue on a monthly basis
* Work directly with collection agencies on accuracy of accounts assigned, payment discrepancies, disputed balances, , assisting with research as necessary
* Review "Red Dot" accounts (problem and collection accounts) and Termination of Care's (TOC's) inquiries and determine action to be taken on each account
* Work new OB list for previous week's appointments
* Maintains a current and thorough understanding of dialysis reimbursement and industry norms

## Qualifications for patient accounts

* Reviews daily, weekly and monthly key metrics to identify trends or areas of focus
* Ensures teammates have the appropriate tools, supplies, job aides, system access, in order to be effective in individual roles
* Builds relationships with ROPS leaders support teams to foster a successful work environment
* Intermediate knowledge of insurance companies AR processing and appeals
* Determine Coordination of Benefits as required
* Minimum of three (3) years' healthcare reimbursement experience preferred