



# Example of Medical Collections Job Description

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Our company is growing rapidly and is hiring for a medical collections. 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 medical collections

- Calling multiple insurances on multiple phone lines
- Updating system errors
- Noting system
- Researching insurance guidelines
- Follow-up associated with the dispensing of prescription medication via telephone, Internet, and in writing
- Perform adjustments in the system as needed
- Pull medical records and submit to collection agency upon request through billing e-mail
- Ensures prompt and timely payment of submitted invoices
- Follows up on payments
- Evaluate payments and denials received

## Qualifications for medical collections

- Initiate write-offs and adjustments as necessary
- Keep escalation of calls to a minimum
- Communicates collections of delinquent accounts problems and issues to department head and makes recommendations regarding changes to collections of delinquent accounts approaches, policies and procedures
- Serves as a member of the Collection Department Team
- Review and audits Associates' productivity

