



Example of Patient Financial Counselor Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of patient financial counselor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for patient financial counselor

- To see all self-pay patients admitted to Heartland facility prior to discharge to determine their ability to pay
- To respond to all price estimate requests within 48 hours whether submitted online, call or visit
- Interviewing patients, families and other related parties within HIPAA guidelines and working with insurance companies to determine current insurance eligibility, benefits and coverage, including secondary insurances
- Serving as primary patient/family contact explaining cost of treatment, insurance eligibility, benefits, coverage and other available community, local and regional resources
- Estimating patient liability for services rendered, communicating with patients regarding financial responsibility and arranging for collection of the patient portion due to be collected before discharge
- To assist in special projects as requested by Leadership
- Financial Background (Banking, Patient Access, or Medical Billing) (Preferred)
- Minimum of two (2) years of direct switchboard/PBX experience (Preferred)
- Promptly and courteously assists and provides accurate information to patients regarding their accounts or services face to face, e-mail, fax, regular mail correspondence, phone call
- Serves as a liaison between the patient, providers, external departments or other responsible person(s) to ensure that charges are applied appropriately, transactions are recorded and appropriately maintained and account balances

Qualifications for patient financial counselor

- Ensures appropriate authorizations are obtained timely and accurate estimates for upcoming procedures are provided
- Plans, organizes, and prioritizes work to discuss with patients the importance of patients financial responsibility
- Provides Best in Class service to every patient inquiry received to ensure and maintain high levels of patient satisfaction
- Ability to multi-task and coordinate more than one event at a time
- Ensure all insurance, demographic, and eligibility information is obtained and entered into the system in an accurate manner
- Performs insurance verification process on all third party payers