**POSITION:** Collections Floater (Non-Exempt)

**DEPARTMENT:** Business Office

**Position Purpose**

The Insurance Collector is responsible for providing clerical and administrative support in order to ensure that municipal services are provided in an effective and efficient manner. The Insurance Collector reports to the Business Office Manager and is responsible for providing the upmost customer service to our patients, family members, visitors and co-workers. Failure to provide these services in an efficient and effective manner will result in disruptions in the provision of services.

The Patient Accounts Collector is responsible for providing clerical and administrative support in order to ensure that municipal services are provided in an effective and efficient manner. The Patient Accounts Collector reports to the Business Office Manager and is responsible for providing the upmost Customer Service to our patient’s, family members, visitors and co-workers. Failure to provide these services in an efficient and effective manner will result in disruptions in the provision of services.

**Position Responsibilities**

* Maintains all Insurance Collector duties for the hospital
* Manages and maintains collector’s desktop and A/R que
* Effectively manages Medicare/Medicaid A/R
* Works Aged Collection Ledger report monthly
* Works all denials and files appeal appropriately
* Works attorney refunds and submits for approval timely once the refund is discovered
* Reports any issues with trends for Insurance denials to Business Office Manager
* Works closely with registration staff, collectors, physician and attorney office staff
* Responsible for providing letter of protection quotes to attorneys
* Responsible for ensuring letter of protection and/or pre-payment are received prior to service
* Maintains all Patient Accounts duties for the hospital as needed
	+ Answers all incoming calls from patients that may have questions about their bill
	+ Runs payments through EPAY system and sets patients up on payment arrangements based on balance and payment arrangement guidelines
	+ Accurately post patient payments to patient’s account
	+ Prepares and mails collection notices and bills according to collection guidelines
* Maintains all Patient Accounts duties for the hospital
* Manages and Maintains collector’s desktop and A/R que
* Accurately post patient payments to patient’s account
* Prepares and mails collection notices and bills according to collection guidelines
* Works refunds and submits for approval timely once the refund is discovered
* Answers all incoming calls from patients that may have questions about their bill
* Runs payments through EPAY system and sets patients up on payment arrangements based on balance and payment arrangement guidelines
* Prepares turnover batch monthly- making sure we have made 3 attempts to collect before turning them over
* Reports any patient complaints to Business Office Manager for proper resolution
* Maintains all Insurance Collector duties for the hospital as needed
	+ Responsible for providing letter of protection quotes to attorneys
	+ Responsible for ensuring letter of protection and/or pre-payment are received prior to service
	+ Manages and maintains collector’s desktop and A/R que
	+ Works all denials and files appeal appropriately
* Demonstrates Customer Service and understands that Patient Satisfaction is our #1 priority.
* Greets all Customers in a friendly and caring manner
* Assist family members and patients where they need to be, or if they have any questions answer them to the best of your ability
* Assist with special projects for the department
* Must demonstrate the ability to communicate effectively with all members of the health care team, public visitors, associates and patients
* Able to work independently, be flexible, self-motivated and work well with others
* Maintains a positive attitude in stressful situations
* Handles confidential information/issues with professionalism
* Adheres to organizational and departmental policies regarding tardiness, breaks, usage of time clock, attendance policy and completing work on time
* Performs other related clerical duties as required by Business Office Manager

**POSITION REQUIREMENTS**

**Education:** High School Diploma or equivalent, 2 years of experience in a related field preferred

**Licenses and/or Certification:** none required

**WORKING RELATIONSHIPS**

**Position reports to:** Business Office Manager

**Interpersonal Relationships:** As a representative of Park Place Surgical Hospital, all comments, attitudes and behavior have a direct effect on the facility’s image and perceptions of quality service. Interaction with patients, families, physicians, co-workers, vendors, etc. must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. The behavior should promote an atmosphere of teamwork, which is congruent with facility standards and guidelines to promote positive relations. In order to prevent fraud and abuse of Federal and/or State statues, all duties and actions will be performed within the organizational Corporate Compliance Plan and the Code of Ethics.

**Physical Demands:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Percentage of Work Time** | **1-33%** | **34-66%** | **67-100%** |
| Standing/Walking |  | \* |  |
| Sitting |  |  | \* |
| Twisting | \* |  |  |
| Lifting/Carrying | \* |  |  |
| Pushing/Pulling | \* |  |  |
| Climbing (ascending/descending) | \* |  |  |
| Bending/Stooping | \* |  |  |
| Using arm muscles frequently or for extended periods | \* |  |  |
| Using leg muscles frequently or for extended periods | \* |  |  |
| Using back muscles frequently or for extended periods | \* |  |  |
|  |  |  |  |
| **Lifting Requirements** | **1-33%** | **34-66%** | **67-100%** |
| 2-10 pounds | \* |  |  |
| 11-20 pounds | \* |  |  |
| 21-30 pounds | \* |  |  |
| 31-40 pounds | \* |  |  |
| 41-50 pounds | \* |  |  |
| 51 pounds or more | \* |  |  |

* Bending, pushing, pulling, and lifting equipment of various weights and sizes
* Walking and standing most of the time
* Frequently required to lift and /or move up to 25 pounds
* Occasionally required to loft and /or move up to 50 pounds of department supplies and equipment
* Occasionally may need to move supplies or equipment over 75 pounds
* One must exhibit critical thinking skills, communication skills and complex decision-making skills.
* Good speech, hearing and sight (including visual acuity and color perception)

Disclaimer: While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (example- emergencies, staffing changes, etc.)

Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager’s Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_