TITLE OF JOB: Account Coordinator

DEPARTMENT: Physician Billing

OVERALL RESPONSIBILITIES:
The Account Coordinator is responsible for the coordinating the timely and accurate posting of physician client patient demographics, charges, and payments into the practice management system. Additionally, the Account Coordinator is responsible for the accounts receivable of the physician client by coordinating the timely and accurate follow-up of rejected, denied, underpaid, and delinquent health insurance claims for all assigned physician clients. The Account Coordinator works to resolve health insurance claim issues and maximize physician client collections in an ethical and compliant manner as set forth in the Company Compliance Plan.

SPECIFIC DUTIES:

- Act as a liaison between assigned physician clients and our processing staff, based on the tasks listed on the *Client Assistance Log* and requests received from the physician client. This may include meetings with the assigned physician clients.
- Audit charges, payments, and demographics that have been input by our processing staff or the physician client staff.
- Review insurance rejections, insurance denials, and the associated insurance accounts receivable reports to communicate denial and/or non-payment trends to management.
- Process refunds for physician client accounts as appropriate.
- File all secondary insurance claims and any other insurance (i.e., Worker's Compensation) claim that requires a paper filing on a timely basis.
- Handle daily correspondence and requests for information from insurance companies and patients belonging to assigned physician client.
- Work Credit Balance Reports, Bad Debt Reports, and suspense accounts as needed.
- Send patient account address corrections to the processing team.
- Ensure that the assigned physician client deposit logs balance and are distributed to assigned physician clients according to schedule.
- Work closely with other operational team members to ensure that all customer service issues are addressed and resolved in a timely manner.
- Perform other duties as assigned and directed.
- Consistently achieve goals for total physician client insurance accounts receivable, Days in insurance accounts receivable, and old account collection.

JOB REPORTS TO: Client Services Consultant

QUALIFICATIONS AND EXPERIENCE REQUIRED:

- High School diploma/College preferred.
- Minimum of 2 years' current experience posting medical insurance charges and payments.
- Because you will interact with physician clients, good customer service skills are required.
- Direct working knowledge and understanding with medical/physician accounts receivables is a must.

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- Knowledge of medical insurance, managed care plans, deductibles, copays, and contractual adjustments is required.
- Must have a working knowledge and understanding of the health insurance claims process from start to finish.
- Consistent work history in the medical field, medical billing office, or physician office is required. Dental only experience need not apply.
- Pain management specialty experience is preferred but not required.
- Knowledge of CPT and ICD-10 coding is required.
- Must have consistent experience working in Electronic Medical Records (EMR) and Practice Management (PM) systems.
- Excellent written and verbal communication skills.
- Must be detailed oriented and organized.
- Ability to craft reports and present results to management.
- Fast and accurate data-entry skills required.
- Word/Excel experience.
- Multi-task-oriented skills.

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