

Job Title: Patient Financial Services, Accounts Receivable/Cash Application Specialist
Department: Business Office
Classification: Non-Exempt
Reports to: 1. Business Office Manager
2. CFO/Vice President Finance

Summary

Under the general direction of the Business Office Manager, the PFS AR/Cash Application Specialist performs a variety of duties necessary for patient account collections as well as clerical support to the department.

Essential Functions

- QUADAX: Forward remittances to various recipients; download and split out any mixed remits that have payments for TAH/Dental/OVIMA/Oak St Pediatrics utilizing Excel spreadsheets
- Retrieve and run credit card payments by keying them into a credit card machine and post to accounts via Meditech
- Receive, copy and post any remits from Physician Services; coordinate this process with our Accounting department for balancing with our bank account
- Receive money bag from Cafeteria, run tape showing what was received, subtract tax and post amounts, record total receipts and tax in a misc. cash general ledger entry
- Receive envelopes from Outpatient and ED registration with copays, post copays into the reg. cash drawer, balance drawer and include in deposit that is sent to Accounting at the end of each day
- Post all mail
- Receive copays via telephone and in person, post to reg. cash drawer, contact Pre Registration when necessary to confirm patient copay
- Receive any Dietary purchases and post payment to Misc. cash drawer
- Receive any CPR class/card payments and post to Misc. cash drawer
- Move credits from one account to another
- Post collection account payments and advise Accounting; Reconcile the electronic file to the reports to ensure that it ties with monthly invoices and EFT's that Accounting sees on the bank statements
- Reconcile Avadyne files and bad debt files; Receive electronic lock box file and post, reconcile and distribute correspondence files to respective billers
- Post all clearing account entries to general ledger every Friday prepared by Accounting
- Receive missing CC list from Accounting and search for them
- Assist Accounting with different issues that may occur
- Compile and send daily report with everything posted to Accounting
- Sort mail items and disburse them to the necessary Biller
- Contact payers for missing remittance information as needed
- Post medical records request payment to Misc. cash drawer and deliver copy to Medical Records
- Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.
- Performs other job related duties as required.

Education/Experience

- Post-secondary education in healthcare or business related field

- At least one year recent (within the past 3 years) experience in medical billing reimbursement with a working knowledge of EDI Transactions and Clearinghouses.
- Knowledge of computer programs and familiarity with Microsoft applications (including but not limited to Word and Excel).
- Knowledge of business office procedures.
- Knowledge of basic medical coding and third-party operating procedures and practices.
- Knowledge of various payer groups.
- Ability to operate a computer and basic office equipment.
- Ability to operate a multi-line telephone system.
- Skill in answering a telephone in a pleasant and helpful manner.
- Ability to read, understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with patients, employees and the public.
- Must be well organized and detail-oriented.
- Ability to work in high production environment.
- Position requires excellent customer service.
- Position requires attention to detail and ability to work in a fast paced team environment.
- Strong verbal and written communication skills.
- This role requires extensive computer use.
- General knowledge of internet navigation and research, email, fax transmission, scanning and copy equipment.
- Will consider combination of equivalent experience and/or education

Knowledge, Skills and Abilities

- **Required to maintain absolute confidentiality of patient care, patient accounts and hospital related matters**
- **Required to abide by, and comply with, the provisions of the TAH Corporate Compliance Policy**
- Required to utilize positive Guest Relations principles in all interactions with patients, families, peers, third party payers and all members of the healthcare team
- Knowledge of basic office equipment such as copier, scanner, and fax machine, etc.
- Excellent communication, interpersonal and organizational skills
- Ability to communicate with all members of the health care team
- Ability to multi-task and prioritize assignments
- Strong attention to detail and demonstrated ability to use sound judgment in decision making

Work Environment

Work is performed primarily indoors in a generally pleasant work area. Physical demands are primarily the ability to work in a sedentary position with occasional periods of walking or standing and lifting and/or carrying up to 10 pounds in weight.

Positions Supervised

None



Approved by:

_____ Title: B.O. Manager Date: _____

_____ Title: VP Revenue Cycle Date: _____

_____ Title: HR Manager Date: _____

Date Prepared: 01/24/19

Date Revised: 08/15/19

Date Revised: 01/22/20