

## CAMP LOWELL SURGERY CENTER: JOB DESCRIPTION

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**JOB TITLE:** Collections/Billing Specialist

**DATE REVISED:** January 2011

**CLASSIFICATION:** Non-Exempt

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### **SUMMARY DESCRIPTION**

The Collections Specialist is responsible for entering and posting insurance and patient payments and contractual write-off amounts into the business software system, identifying and initiating refunds, communicating with internal/external customers, and assisting with maintaining the Accounts Receivable at an acceptable range (as determined by management). The Collections Specialist may be cross-trained in other functions of the business office and reports directly to the Business Office Manager or designee.

### **RESPONSIBILITIES**

1. Enter insurance and patient payments/refunds, and contractual adjustments into the software system in an accurate manner.
2. Enter charges as directed by the Business Office Supervisor or Certified Coders.
3. Audit payor remittances (at the point of payment entry) for correct reimbursement and correlating contractual adjustments; along with making inquiries to payors to correct errors in reimbursement and contractual adjustments.
4. Reconcile patient receipts enumerated in the daily deposit to dollars posted in the business software system.
5. Maintain an orderly filing system for transaction reports, contractual adjustments, and patient/payor remittances or refunds.
6. Resolve patient/payor account inquiries and/or refunds in a timely manner, and report unresolved issues to the Administrator, Director of Nursing or designee.
7. Process and forward patient statements as needed or as directed by the Business Office Manager or designee.
8. Maintain assigned Accounts Receivable at an acceptable level, as directed by management.
9. Re-verify patient eligibility, insurance benefits, and communicate with patients or responsible party of any concerns or issues as needed.

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10. Communicate with patients or responsible party of their financial liability to the surgery center; including making payment arrangements to satisfy balance(s) due.
11. Cross-train to other business office functions.
12. Performs other duties as administratively assigned.
13. Respect patient's rights.
14. Perform actions that demonstrate accountability.
15. Orient, instruct, and train assigned personnel.
16. Enhance professional growth and development through participation in various programs, in-services, workshops and meetings.

**Customer Relations and Personal Behaviors:**

1. Demonstrate effective communication and interpersonal skills which promote a positive environment, teamwork and loyalty to the organization.
2. Maintain a collegial relationship with physicians to ensure quality patient care.
3. In accordance with the ambulatory surgery center philosophy, present behaviors and actions which create a high level of customer service to patients, visitors, physicians, vendors and Surgery Center staff.
4. Demonstrate behaviors and actions which support the mission, goals and operations of the Surgery Center that also contribute to continuous service improvement.
5. Exhibit flexibility, adapting readily to changes in the work environment and/or work schedule.
6. Maintain a positive attitude, even during periods of stress and challenge.
7. Maintain positive attendance and communicate in advance any absences from work.

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### **QUALIFICATIONS**

1. High school diploma or equivalent.
2. Demonstrated ability to type 45 wpm.
3. Minimum of two years receivables experience with local payor market, preferably in an ambulatory surgery center, business office of an acute care hospital, billing office, or medical practice.
4. Knowledge of alpha filing system and record keeping.
5. Ability to follow oral and written instructions.
6. Ability to prioritize and complete tasks in a timely manner.
7. Excellent communication skills to include competence in oral and written skills.
8. Experience using a medical software billing system. Must be familiar with Windows (Word, Excel, etc).
9. Must be detailed oriented.
10. Ability to perform accurate arithmetical functions involving whole numbers and percentages.
11. Ability to use 10-key by touch.

### **WORKING CONDITIONS**

1. Subject to varying and unpredictable situations.
2. Subject to many interruptions.
3. Frequent pressure due to multiple calls and inquiries.
4. Mostly sedentary position with prolonged use of computer screens/keyboards.

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5. Lift/carry up to 50 pounds.

**Please refer to the Information Systems Manager for computer access level.**

The Collections Specialist is classified as a non-exempt employee and is eligible for overtime pay according to the provisions stated in the surgery center's personnel policies.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. This document is not intended to be an exhaustive list of all responsibilities, skills, and working conditions for the persons so classified. An employee may be assigned or requested to perform other related duties.

My job description has been explained to me by my supervisor and I understand it completely. I have received a copy of my job description.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Administrator's Signature

\_\_\_\_\_  
Date