



## ***Lakeview Clinic, Ltd. Job Description***

### **Position Title: Patient Account Representative (PAR)**

Reports to: Business Office Manager

Job Status: Full-Time

FLSA Status: Non-Exempt, Hourly (up to 40 hours per week, 80 hours per pay period)

Location: Waconia, MN

Positions Supervised: None

### **Overview:**

The **Patient Account Representative (PAR)** will serve as the primary point of contact for patients and other payers to resolve outstanding balances with the practice. The position facilitates all credit and collection activities for services rendered to consumers.

### **Essential Functions:**

In order to accomplish this job successfully, an individual must be able to perform each essential function of the position to a satisfactory degree. Responsibilities of the Patient Account Representative have been outlined below.

### **Responsibilities:**

- Monitoring the in-clinic and outside collection agency activities through the posting and reconciliation of payments through the practice management system.
- Administer accounts receivable functions including billing for product and services, entering payments from patients, reconciling daily monies received.
- Clear understanding of insurance appeal process and timely filing guidelines
- Administer accounts payable duties including but not limited to reconciling monthly statements with invoices, & tracking of pending credits.
- Posting insurance/patient payments that have been received via check, EFT, credit card or cash.
- Assisting with pre-verification of insurance benefits through an electronic eligibility portal.
- Respond to inquiries concerning account balances, third party payments from patients and other payers respectfully and in a timely manner.
- Review of outstanding claims with payers that are still in mid-process of adjudication.
- Maintain appropriate files and records to effectively monitor, track and process payment plans.

- Keeping up to date on provider bulletins from payers and updating the Business Office Supervisor on changes needed in workflows to allow for the successful processing of claims.
- Independently prioritize workload to optimize workflows pertaining to payment/claims processing.
- Resolve conflicts pertaining to outstanding balances with consumers.

#### **Competencies:**

- Effective written and verbal communication skills.
- Interpersonal communication skills
- Ability to establish priorities, work independently, and proceed with objectives without supervision.
- Ability to handle and resolve recurring problems.
- Basic bookkeeping skills
- Detail-oriented
- Confidentiality-Maintain patient, staff, and employee confidentiality. Comply with all HIPAA regulations.
- Customer Service-Friendly, cheerful, and helpful to patient and others. Ability to meet patients and others needs while following Lakeview policies and procedures.
- Detail Oriented-Ability to pay attention to details of a procedure or task.
- Flexibility-Ability to adapt easily to changing conditions and work responsibilities.
- Positivity-Display a positive attitude and is a positive agent for change.
- Teamwork-Work as a part of a team and collaborate with co-workers.
- Working under pressure-Ability to complete assigned tasks under stressful situations.

#### **Education and Experience:**

- High school diploma or equivalent required, Associate's Degree in Healthcare or Business preferred.
- Minimum of 2 years CPT & ICD-10 experience preferred
- Strong Medicare Knowledge preferred
- Minimum of 1 year of Medical Billing, Medical Claims Processing, Accounts Receivable experience preferred.

#### **Work Environment:**

- Environmentally controlled Business Office within a multispecialty medical practice.
- Occasionally high pressure or emergent situations in a fast-paced environment.
- May wear Personal Protective Equipment (PPE) such as gloves and mask

- Frequent interaction with a diverse population including team members, providers, patients, and other members of the public.

**Physical Demands:**

- Frequent sitting, standing, walking, reaching, bending, stooping, lifting up to 25lbs., carrying and speaking.
- Lifting, carrying, pushing, and pulling up to 50 pounds, with assistance if needed.
- Frequent use of computer, keyboard, phone, copy and fax machines.