



Preventive Medicine, PC

Position: Financial Service Department

Reports to: Financial Service Department Supervisor

JOB DESCRIPTION: The financial service department representative at Preventive Medicine, PC is required to uphold the highest moral and ethical standards. Respect each patient equally with no discrimination, provide quality information, and bill only for the services as ordered by the physicians.

BASIC FUNCTIONS:

- Arrives to work on time, prepared, properly dressed and with a positive attitude
- Assures the highest level of customer service (5 star) to each patient, insurance company, attorney, and co-workers.
- Ability to understand and communicate insurance information to patients
- Ability to understand and communicate explanation of charges to insurance companies
- Maintains open communications with each patient, insurance representatives, and co-workers
- Maintains a clean and organized work area
- Uphold patient confidentiality to HIPPA standards
- Displays adequate training and discipline in the practice of the department
- Communicates with patients, insurance companies, attorneys, staff and doctors in a proper and knowledgeable manner
- Provides quality service to whomever dealing with in a professional and positive attitude
- Guarantees the accuracy of the billings that are sent out of our office

ADDITIONAL FUNCTION:

- Participates in office cleaning and maintenance duties
- Participates in company training and business meetings
- Obtains needed training and assists in other administrative duties as needed
- Actively able to maintain an organized functional handling of job responsibilities

PHYSICAL/MENTAL/ENVIRONMENTAL REQUIREMENTS:

- Commitment to continuous customer service improvements
- Ability to calmly deal with upset patients, insurance companies, attorneys

DEMONSTRATED TECHNICAL SKILLS REQUIRED:

- Ability to perform basic computer functions
- Ability to read and understand insurance EOB's
- Understands ICD-9 and CPT coding

- Organizational skills
- Able to work independently and in a group setting

EDUCATION AND EXPERIENCE REQUIREMENTS OR EQUIVALENCIES:

- High School Diploma
- Experience in insurance and billing