



Job Description

Job Title: Collections Coordinator
Department: Administration
Reports To: Business Office Manager
FLSA Status: Non-Exempt
Updated On: April 24, 2019

The following duties and tasks are performed by individuals within the Billing Department:

- Possess the appropriate knowledge and professionalism to work the practice's accounts receivable efficiently and professionally as it relates to collections, pre-pays, and overall patient responsibility amounts
- Possess basic keyboard knowledge in order to be able to properly input required data in an efficient manner
- Post transactions accurately and efficiently within EHR/EPM to patients' accounts/charts
- Possess problem-solving skills as they relate to billing/collection issues
- Able to handle large volumes of phone calls from patients, co-workers, and other third parties as it relates to the patient's billing status
- Engage in professional conversations with patients, payers, and co-workers regarding charts while remaining HIPAA compliant
- Work with other departments as it relates to patients' billing status within the patients' accounts/charts
- Communicate with the Team Leader and Manager on important items
- Work professionally in a team environment while providing support to co-workers in work-related areas of need
- Willing to complete other assigned tasks with a positive outlook
- Work independently with little supervision while keeping the practice's best interests at hand
- Lift up to 15 lbs
- Uphold the practice's Values, Mission & Vision Statement at all times