



**Title:** Benefits & Patient Billing Specialist

**Reporting to:** Benefits/Patient Billing Department Manager

**Job Type:** Part-time, Non-Exempt

**Description:** The Benefits & Patient Billing Specialist is responsible for verifying insurance benefits and reporting the information to the provider, patient, and appropriate internal team members. Often, the Specialist will create financial plans for the provider and patient from the insurance information. They are also responsible for monitoring patient accounts to identify balances that are past due and contacting patients to establish payment arrangements to ensure a clean A/R. In addition, the Patient Billing Specialist is responsible for following state and federal collection guidelines. All services are done while maintaining quality customer service.

**Essential Functions:**

- Obtain insurance benefits
  - Locate Patient Registration Form (PRF) on Snapits
  - Contact insurance company either via phone and/or insurance website to obtain benefit details
- Report benefit details
  - Complete required verification of benefits form (VOB) as accurately and fully as possible
  - Provide a copy of the VOB to the patient/provider and appropriate company team members
  - Proofread and edit materials for grammar, spelling and clarity
  - Utilize department provided email templates when communicating findings
- Verify/Edit patient demographics in billing software
  - Ensure patient demographic/insurance information is transferred from Snapits accurately
  - Edit information in billing software to match PRF as necessary
- Add notes to billing software
  - Summarize benefit details utilizing provided templates in billing software
  - Add any necessary alerts to billing software per department guidelines
- Upload documents to company cloud storage
  - Upload copies of PRF, VOB and any appeal template letters that are sent to the patient to company cloud storage system under appropriate provider account
  - Upload PRF to company tracker
- Create financial plans based on VOB results
  - Use benefit details to customize pre-birth financial plans for patients
  - Communicate plan details to patient/provider & record in billing software
  - Track payment plans on monthly report

- Run reports in billing software
  - Run reports to determine patient accounts that need follow-up
  - Run a monthly patient balance report and upload it to SharePoint for the provider to review
- Research and analyze patient accounts prior to initiating debtor contact
  - Examines historical data
  - Evaluate past collection efforts
- Contact patient and establish reason(s) for past due account status
  - Arrange payment schedules with debtor to bring account current
  - Take payments and set up auto-withdrawal payment plans over the phone
    - Run payments through the merchant account if applicable
    - Post payments in CollaborateMD
    - Log all payments in Patient Billing tracker
  - Adhere to company communication standards
  - Provide guidance to clients and their patients as needed regarding balances due
- Document patient communication efforts
  - Keep accurate records of attempted communication with patient in billing software
  - Note when contact is made and outcome of contact
- Recommend accounts to be turned over to pre-collections and collections
  - Run the appropriate report in billing software
  - Submit accounts to pre-collection or the collection agency
- Upload all documents received to provider cloud storage site
- Answer incoming calls
  - Keep accurate records of communication with patient in billing software
  - Assist callers in taking payments, answering questions, or transferring to appropriate employee that can help them.
  - Cover live call center shifts
    - Central time shifts occur between 10am-4pm CST

**Knowledge and Skills:**

- High level of professional communication; written and verbal
- Familiarity and adherence to HIPAA laws and privacy practices
- Knowledge of billing and collection procedures
- Able to prioritize work and meet deadlines
- Able to function with multi-levels of staff appropriately
- Flexibility to work in an extremely fast paced and dynamic environment
- Ability to work independently and within a team
- Prior experience working with insurance companies
- Proven experience in Microsoft Office products

**Schedule/Availability:**

- 20 hours/week
- Hours are to be completed during normal CST business hours. Must have availability to cover call center shifts.

**Work Environment:**

While performing the duties of this job, the employee regularly works in an employee provided, in-home, office setting. This role routinely uses standard office equipment such as computers, phones, video conferencing, printers, scanners and filing cabinets; all of which are provided by the employee.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit for long periods of time, use hands to finger, handle or feel; and reach with hands and arms.

**Other Duties:**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this position. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position. All positions at Larsen Billing Service are subject to duties as assigned by upper management, additional work hours as necessary, and subject to change.

**Signature:**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_

Date \_\_\_\_\_

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Larsen Billing Service provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Larsen Billing Service complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. Larsen Billing Service expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Larsen Billing Service's employees to perform their job duties may result in discipline up to and including discharge.