

**JOB TITLE:**

Patient Account Representative

**BASIC FUNCTION:**

Patient Accounts processes ICD-10, and CPT coding according to federal, state, managed care, and third party payer guidelines for services rendered.

**DUTIES AND REQUIREMENTS:**

*General Responsibilities:*

- Adheres to practice's Risk Management and Account Receivable
- Assists in insurance claims management
- Assists in patient payment collections and payment arrangements
- Communicate with all involved parties to clarify billing issues and facilitate payment
- Consults with their team lead and team members to solve billing and collection questions and issues
- Ensures that claims have been authorized for all services being charged
- Ensures to keep the AR within provided benchmarks
- Function as contributing team member while meeting deadlines
- Investigates and seeks resolution of claim denials, daily
- Maintain an accurate, legally compliant medical record
- Performs day end, month end, and year end procedures
- Performs similar and incidental duties as assigned
- Perform coding and billing tasks on correct health information technology (HIT) system.
- Post payments and denials, verify, balance and prepare daily deposits
- Prepare reports and forms as directed and in accordance with established policies
- Provide excellent and professional customer service to internal and external customers
- Review insurance payments for accuracy and compliance with contract discounts
- Review denials or partially paid claims and resolve any discrepancies
- Utilize electronic health record (EHR) and paper patient records to perform billing duties
- Verifies fee ticket charges are documented in medical records
- Verifies that all charges for services are coded with the appropriate CPT/ICD-10 codes

**EDUCATION:**

High school diploma or GED. Completion of medical terminology, CPT/ICD-10, and insurance billing course. Bookkeeping or accounting course preferred.

**JOB-RELATED EXPERIENCE:**

One year of previous insurance billing or bookkeeping experience in a healthcare setting within the last three years preferred.

**JOB KNOWLEDGE AND SKILLS:**

*General Skills & Knowledge:*

- Must be able to communicate effectively
- Must have knowledge of medical terminology
- Must be able to organize work and establish procedures
- Must be able to speak, read, and write the English language
- Must be skilled in performance of basic computer/keyboard functions

**PHYSICAL REQUIREMENTS:**

Required to sit, stand and walk continuously. Work is of moderate demand with occasional lifting of up to 25 pounds. Activities include stooping, bending, pushing, pulling, reaching, and occasional kneeling, crawling, and squatting. High frequency of telephone usage and computer keyboarding is present. Have the ability to see, hear, and speak continuously at a level to meet all functions of the job. Work is of high attention and mental demands including the ability to prioritize and process with accuracy.

**CONDITIONS:**

Working schedule is during normal business hours of 8:00 AM to 5:00 PM, Monday through Friday. May be required to work occasionally on Saturday or Sunday, if necessary to meet work assignment deadlines or meet the needs of the employer, work overtime, or have work schedule adjusted to practice volume.

**OTHER REQUIREMENTS:**

Must be able to pass a criminal background check with the Washington State Patrol

**ACKNOWLEDGEMENT:**

You acknowledge that you have read this job description, and understand the requirements and expectations set forth herein. I hereby accept this job and agree to perform the identified essential functions and expectations in a safe manner and in accordance with Puget Sound Orthopaedics established procedures.

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Signature

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Date