

Pathology Group of Louisiana

JOB DESCRIPTION

Job Title: CSR - Credit Balance Refund Clerk

Department: Business Office

FLSA Status: Non-Exempt

Job Summary:

Customer Service Representative

- Responsible for incoming billing calls assisting patients with account questions, gathering up-to-date demographic and insurance information and taking appropriate action on accounts as needed.
- Responsible for collecting guarantor balances by placing outgoing calls, processing credit cards, and/or establishing and monitoring monthly payment arrangements
- Working return mail to obtain accurate mailing address through any and all means.
- Working mail taking actions as needed.
- Point of contact for collection agencies to coordinate collections processing.
- Responsible for researching and refunding guarantor accounts with credit balances.
- Performs other duties as assigned.

Refund Clerk

- Responsible for working credit balance reports as assigned, must research, refund if necessary or recommend adjustments to management.
- Performs other duties as assigned.

Education, Experience, and Training:

High School graduate. Must have a minimum of 5 years experience in a medical billing office.

Employment Variables:

Normally works 40 hours per week, Monday through Friday.