

## Job Description

**Job Title:** Customer Service Representative

**Department:** Business Office

**Reports to:** Director of Revenue Cycle

**FSLA Status:** Non-Exempt

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### **SUMMARY:**

Responsible for being the point of contact between the patients and PGL to resolve patient's questions and collecting AR.

### **DUTIES AND RESPONSIBILITIES:**

- Assists with incoming patient billing calls by answering account questions, gathering up-to-date demographic and insurance information and taking appropriate action on accounts as needed.
- Collects guarantor balances by placing outgoing calls, processing credit cards, and/or establishing and monitoring monthly payment arrangements
- Reconciles payment batches at end of day.
- Works return mail according to policy.
- Updates accounts affected by bankruptcy.
- Acts as the contact for the collection agency.
- Responsible for researching and refunding guarantor accounts with credit balances
- Performs other duties as assigned.

### **JOB QUALIFICATIONS:**

#### **Minimum Job Qualifications.**

- High School graduate.
- Must have a minimum of 3 years of experience in a medical billing office.
- Knowledge of Medical Terminology and MS Outlook and Excel.

#### **Additional Job Qualifications:**

- Must be detail-oriented, organized and able to manage multiple projects and priorities.
- Must be knowledgeable in medical billing and collections and have the ability to handle a high volume of accounts.
- Must have good written and verbal communication skills.