

At Pathology Group of Louisiana, our mission is to provide the finest quality pathology services to patients, referring physicians, outpatient surgery centers and hospitals with the greatest accuracy in the most cost-effective manner as rapidly as possible.

Can we depend on you to work hard for our clients and shareholders? Do you foster a positive work culture for your co-workers? If so, apply today!

### **POSITION: Customer Service Representative**

**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.

### **BENEFITS:**

PGL offers a variety of benefits for full-time employees, including medical, dental and vision insurance; Life insurance; Long-Term Disability; FSA/HSA; 401k