

Job Description

Job Title: Insurance Collector
Department: Business Office
Reports to: Director of Revenue Cycle
FSLA Status: Non-Exempt

SUMMARY:

Responsible for the Account Receivable of assigned insurance categories

DUTIES AND RESPONSIBILITIES:

- Collects on outstanding claims for assigned payors
- Researches denials and refills corrected claims as well as researching unprocessed claims.
- Researches and refunds credit balances for assigned payors
- Monitors reimbursement for assigned payor assuring contracted fee schedules are being followed.
- Reports any issues with claims processing such as bundling, charge limits, etc...
- Issues an appeal to payors for any claims processed incorrectly
- Comments collection activity on patient's account.
- Collectors are cross-trained to post payments and back-up our customer service department when necessary.
- Maintains access to any website associated to assigned payors
- Maintains access to hospital sites and PGL MPI
- Establishes contact with representatives for the assigned payors
- Provides support to Data entry department and customer service
- Collaborates with other team members and Director
- 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 and collections.
- 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.