



Job Description

Accounts Receivable Representative

Reporting To: Director, Revenue Management
EEO Category: Administrative Support Workers
Created: 03/14/2018

FLSA Job Classification: Non-Exempt
PRO: Accounting Support
Modified Date: 7/2/2019

POSITION SUMMARY

This position will provide the administrative, technical and clerical support for Aspire Indiana's billing and collection systems.

ESSENTIAL RESPONSIBILITIES

Billing and Collection Services

- Review services in patient account records and bill charges appropriately
- Post payments to patient records in a timely and accurate manner
- Investigate third party non-payments and rebill as appropriate
- Respond to third party denials and resubmit for payment
- Handle the collection process of outstanding accounts
- Communicate concerns or issues to Lead A/R Rep or Supervisor
- Verify deposit totals and make any necessary payment adjustments
- Enter, review and verify client payor and demographic information
- Verify patient eligibility and insurance or responsible party information
- Consult with Lead A/R Rep on troubleshooting discrepancies in patient billing information and collaborate with front desk staff to resolve
- Assist with coverage of front desk duties, as needed

Customer Service

- Interact with staff and clients in a positive, helpful and professional manner via phone or in person
- Respond promptly to staff requests via telephone, email, MIX messages or in person
- Provide accurate information regarding status of account, client insurance eligibility, balances due

Coordination and Communication

- Build and maintain a strong network of external relationships with vendors
- Build and maintain a strong working relationship with Aspire staff and supervisors, as well as external contacts
- Respond appropriately to direction and constructive criticism from management
- Respond in a calm and effective manner to a variety of demands, projects and/or personality types

Performance

- Adherence to Aspire's policies, procedures, and guidelines
- Timely complete all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g., PTO requests, expense sheets, trainings requests, etc.)
- Meeting or exceeding established metrics for individual, department, and organizational goals

Professional Development

- Complete and maintain compliance with required trainings and/or education required for position

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- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training

Competencies

Core Competencies

- **People** - Passionately believes in people and embraces diversity
- **Integrity** - Does the right thing even when no one is looking
- **Laughter** - Believes that laughter is truly the best medicine
- **Learning** - Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** - Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** - Serves colleagues and consumers with love, empathy and compassion

Position-specific Competencies

- **Detail-oriented** – Ensures accurate record keeping with meticulous attention to consumer information and carefully follows billing and reporting protocols
- **Effective communicator** – Uses 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff and consumers in an organized, efficient, and steady manner; takes pride in maintaining accurate systems

Critical Functional Skills and Knowledge

Education

- High school diploma or equivalent required

Experience

- One (1) year related experience (insurance billing, mental health/behavioral health setting, and/or medical office setting) highly preferred
- Electronic Medical Record (EMR) experience helpful
- Must demonstrate the ability to work in Google Apps (Gmail, Docs, Sheets, Slides)
- Knowledge of Medicaid, Medicare, etc. highly preferred

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently, as well as part of a team
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, postage meter, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must have good data entry skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadline
- Shows appreciation for and ability to respond to cultural differences, and adjusts communication practices accordingly in order to minimize cross-cultural misunderstandings

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- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Responsible for complying with Aspire Indiana’s Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Display a positive work ethic

Background Checks

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

Physical Demands & Working Conditions

The nature of of work may generate considerable physical, mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Heavy exposure to PC and phones
- Ability to work on a computer for extended periods of time
- Daily, weekly, monthly, and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Prolonged sitting, some bending, stooping, stretching, reaching, standing, walking
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs.
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to be flexible and work outside normal working hours as needed

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

Employee Signature: _____

Date: _____

Printed Name: _____

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