

MMBS

Job Description Form

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| JOB TITLE: Insurance Follow-up | REPORT TO: Client Manager |
| JOB CLASS: Clerical | CLIENT/HOSPITAL: |
| DEPARTMENT: Client Service | EMPLOYMENT STATUS: Full-time, Non-Exempt |

I. Position Summary:

Responsible for follow-up of all financial classes. Responsible for working correspondence and answering patient phone calls.

II. Essential Job Functions:

Following is a list of the essential duties and responsibilities required of this job, as well as an approximation of the percentage of time spent performing each task group. The tasks and the time spent performing each task may vary as business needs require. Target quota information is included if it is a performance measure. Marina Medical Billing Service maintains the right to modify job duties and responsibilities at its discretion.

- Answer patient phone calls
- Follow up on outstanding accounts by Financial Class
- Work correspondence, including denials and updates
- Request necessary adjustments generated by agings and correspondence
- Rebill insurance or update accounts
- Advise manager of negative payment trends

III. Knowledge, Skills, and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the **minimum** knowledge, skills and abilities required. Employees who do not possess the requirements for a job at time of hire or transfer/promotion are expected to attain the skills, knowledge and abilities required within a specified period of time as agreed upon in writing, with the hiring manager. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Employees will follow any other instruction, and perform any other related duties, as may be required.

- 2+ yrs with medical collections or insurance follow-up experience
- Ability to problem solve.
- Ability to multi-task.
- Ability to use copy and fax machines.
- Knowledge of medical insurance company's procedures and requirements.
- Ability to read and comprehend an EOB
- Good communication skills.
- PC skills: AS400 is a plus.

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VI. Physical Dimensions:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

| ADA Requirements: | 0-24% | 25-49% | 50-74% | 75-100% |
|--|-------|--------|--------|---------|
| Seeing: Must be able to read reports and use computer | | | | X |
| Hearing: Must be able to hear well enough to communicate with co-workers and staff. | | | X | |
| Mobility: Standing & Walking Must be able to move around on foot to make copies, deliver charts, and attend department & staff meetings | | | X | |
| Climbing/Pulling/Kneeling: Must be able to pull charts out of filing cabinets. Use stool if needed. Kneeling is required when pulling charts at ground level. | X | | | |
| Lifting/Pulling/Pushing: Must be able to lift charts out of filing cabinets. Use stool if needed. Pushing and pulling is required for all door ways, cabinets drawer | X | | | |
| Fingering/Grasping/Feeling: Typing on keyboard, dialing on phone, writing, and holding small office supplies. | | | | X |

Employee's Name (Print) Date

Employee's Signature

Manager/Supervisor's Name Date

Manager/Supervisor's Signature