

Park Clinic
Iowa Park, TX
JOB DESCRIPTION

Job Title: Patient Account Specialist I

Job Description: The Patient Account Specialist I: Ensures that all patient information, appointments and follow-ups are accurate, complete and timely. Collects co-pay and patient payments.

Responsibilities and Duties:

- Enters and maintains patient account information file data.
- Retrieves status information from payer websites.
- Phone calls third party payers to obtain current account status information.
- Makes minor corrections to patient account information as needed to ensure timely payment.
- Utilizes information and data relevant to the position to identify problems or potential problems.
- Communicates recommendations to manager for consideration.
- Identifies areas or processes for improvement.
- Maintains confidentiality of clinic and individual patient information.
- Accurately records patient information and appropriately communicates patient information.
- Effectively utilizes supplies and resources within area to deliver quality service and control cost.
- Properly maintains assigned equipment.
- Interacts in a professional, honest, fair, and respectful manner when presenting information and responding to questions.
- Represents the organization in a professional manner and provides a positive example of performance for co-workers.
- Completes assignments in a timely manner.

Required Skills:

- **Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages.
- **Reasoning Ability:** Ability to define problems, collect data, establish facts and draw valid conclusions.
- **Computer Operations:** Previous experience should include basic computer experience.
- Good customer service skills.
- Ability to organize and prioritize.
- Attention to detail.
- Ability to be accurate and timely.
- Good decision making skills.
- Ability to maintain confidential information.

Required Education:

High school diploma or GED required. Prefer 1 to 2 years medical reception or patient accounting experience. Knowledge of Medicare, Medicaid and third party payers preferred. Knowledge of basic office procedures required.

Required Experience:

Have worked in a hospital or medical practice environment. Must have insurance, customer service experience. Available to work 7:30-5:00, Monday-Friday.

Administrator Signature

Employee Signature