



JOB DESCRIPTION

Job Title: Accounts Receivable Associate I
F.L.S.A. Status: Non-Exempt

Position Summary

Responsible for collecting monies due from insurance companies, workers' compensation carriers and attorneys. Manage denials by re-submitting claims to the correct payer, submitting corrected claims, or appealing the carrier's adjudication. Deliver outstanding customer service to STR patients while handling in-coming or out-going calls and communications.

Key Accountabilities

- Analyzes eligibility/coverage denials at the E-Commerce or carrier level and determines correct insurance information to ensure payment for the services.
- Analyzes aging claims with no response ensuring claims are on file and that denials are properly captured and routed to the responsible specialty-based queue.
- Understands claim adjudication procedures, filing limits, and coding policy; follows carrier guidelines for corrected claims and appeals.
- Calls insurance carrier(s) to question denials and request re-processing of claims.
- Utilizes insurance carrier website(s) to investigate eligibility, claim status, and other information needed for claim resolution.
- Identifies trends relative to particular carriers, office, staff, services, providers or policies and reports these to the manager.
- Exhibits a continual reduction in the task manager queues that are assigned, with no unworked service greater than 30 days old.
- Maintains a quality score of 85% or greater month over month.
- Maintains a productive and healthy work environment, ensuring an upbeat and positive morale.

Relationships (Reports to, Supervises)

- Reports to the AR Manager or Team Leader.
- Establishes and maintains effective working relationships with patients, co-workers, physicians, administration, and external customers.

Qualifications (Education, Experience, Additional Skills & Requirements)

- High School graduate or equivalent required.
- Knowledge of medical terminology and general coding concepts.
- Ability to navigate CMS and other carrier websites.
- Good computer and calculator skills, including Microsoft Word, Excel and Outlook.
- Ability to work effectively and professionally under pressure.
- Ability to work effectively with co-workers as a team member and share responsibilities and duties.
- Ability to set priorities, be organized and be a self-starter.
- Ability to communicate clearly, effectively, and professionally.

Working Conditions, Physical Requirements

- Incumbent may be required to work at any facility based on operation need, and schedule may vary.
- Travel to various practice locations will require ability to drive, valid driver's license and use of own reliable transportation.
- Physical activity will include walking, standing, and sitting.
- Physical demands may also include lifting and carrying equipment up to 30 lbs.
- Other physical requirements include speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes; vision adequate to read correspondence, computer screen, forms, etc.; and good manual dexterity.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.