



## **JOB DESCRIPTION**

Job Title: Payment Application Associate  
F.L.S.A. Status: Non-Exempt

### **Position Summary**

Detail-oriented individual to prepare daily deposit and apply payments in GE Centricity software program meeting all deadlines. Accuracy and organizational abilities essential with excellent data entry skills. Team work is an essential piece to the success of this position as well as the ability to focus on individual goals and priorities.

### **Key Accountabilities**

- Reviews payments and explanations of benefits for accuracy and to facilitate appropriate secondary billing processes. Applies payments, adjustments, or notifications of denial onto charges within Centricity; balances batches to amount of deposit.
- Processes credit card transactions and applies payments or notifications of declined credit cards to patient accounts; also processes HSA/HRA payments and commercial insurance payments via credit card.
- Logs, tracks and assigns control group numbers to incoming co-payment batches. Posts and balances co-pay batches as directed.
- Participates with processing of daily mail, including retrieval, sorting, batching and distribution as needed.
- Maintain an average of 75 or greater transactions per hour on average over the course of the month.
- Maintain a high quality of work completed with no more than a 10% error rate.
- Communicates effectively with fellow employees and Team Leader to ensure that daily and monthly deadlines are met or exceeded.
- Maintains a productive and healthy work environment, ensuring an upbeat and positive morale.
- Maintains strict patient confidentiality. Follows all rules regarding “breaking glass” in electronic health record (EHR).
- Adheres to OSHA regulations.
- Performs other duties as requested.

### **Relationships (Reports to, Supervises)**

- Reports to Payment/Systems Manager.
- Establishes and maintains effective working relationships with managers and coworkers.

## **Qualifications (Education, Experience, Additional Skills & Requirements)**

- High school graduate or equivalent.
- Good computer and math skills.
- One to three years of medical office or hospital experience preferred.
- Ability to work effectively and professionally under pressure.
- Ability to work in a team and to share responsibilities and duties.
- Ability to resolve interpersonal conflict in a straightforward and timely manner.
- Ability to set priorities, be organized and be a self-starter.
- Ability to be friendly, empathic and an adept communicator.
- Ability to treat both staff and patients with respect.

## **Working Conditions, Physical Requirements**

- Support function will occur within various clinical settings and work spaces.
- 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, or providing physical assistance to patients.
- 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.