

KIOWA COUNTY MEMORIAL HOSPITAL

JOB DESCRIPTION

POSITION Accounts Receivable - Financial Counselor - Bad Debt - Good Faith Estimates
Full time 38 – 40 hours/week

SUMMARY Communicating with patients to assist with all avenues of financial assistance available. Responsibilities include: conducting financial interviews, counseling patients and guarantors on options and obligations. Communicating and process all activity with Collection Agency. Performs duties of Business Office Receptionist as needed. Provides Good Faith Estimates to patients as needed. Upfront cash collections and communication with patients regarding costs. Looks up and enters information on patient accounts as required to enable billing of claims. Provides support to Business office Manager and other Business Office personnel.

EDUCATION High school Diploma or equal

EXPERIENCE REQUIRED Two years related administrative experience required. Additional education may be traded for experience.

Previous experience in hospital or medical office involving insurance billing and payment methodologies preferred.

SKILLS AND ABILITIES

- Command of typewriter keyboard with ability to enter numeric and alpha data is essential.
- Ability to follow routine verbal and written instructions.
- Record maintenance skills.
- Basic working knowledge of Microsoft Excel and Microsoft Word.
- Skill in the use and operation of basic office equipment.
- Ability to use independent judgment and begin tasks without prompting.
- Ability to maintain confidentiality of information.
- Command of or ability to master operation of telephone switchboard.
- Understands time management and organizational responsibilities.

ESSENTIAL RESPONSIBILITIES

- Financial Counselor duties. Communicate with patients on availability, qualifications, documentation, and acceptance/rejection to program. Complete charity processing for assigned patients, as appropriate.
- Assist with operations of the No Surprise Act (NSA). Calculate Good Faith Estimates (GFE). Assist patients with estimate cost of services for outpatient services, as well as collecting on those costs.
- Work with staff to update and maintain the charge master. Working with software data center to communicate changes. Download data to update data in price transparency, NSA, and GFE.

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- Daily Statement review and mailing.
- Monthly self-pay bad debt collections. Calling of the patients and setting up of alternate payment options.
- Counsel employees on payroll deduction and prepare all documentation. Communicate with payroll and record all transaction related to payroll deductions.
- Communicate with billing staff on daily transactions.
- Prepares requests for refunds on patient accounts, and handling of accounts on which bankruptcy claims have been filed.
- Refers accounts to ARSI and the State Set Off Program, processes payments received through the programs to accounts.
- To monitor and communicate with collection agency all activities and requests. Recording payment and reporting payments received to the collection agency. Assigning and recalling claims from the Program.
- Performs duties of Business Office Receptionist as needed.
- Answers or forwards calls coming into switchboard when Receptionist is involved with other calls or customers.
- Answers questions or directs questioners to proper individual(s).
- Performs other duties as assigned by Business Office Manager or CFO.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the Department.

SUPERVISION Reports to the CFO/Business Office Manager. Must be able to work independently

PHYSICAL REQUIREMENTS

- Requires extended periods of time, sitting and/or standing.
- May be required to lift up to 30 lbs, such as files, cases of photocopy paper, etc.
- Sitting in a normal seated position for extended periods of time.
- Requires reaching by extending hand(s) or arm(s) in any direction. Finger dexterity is required to manipulate objects with fingers rather than with whole hand(s) or arm(s), for example, using a keyboard.
- Ability to see within normal parameters.
- Ability to hear within normal range.
- Ability to move about.
- Communication:** Exchanges non-routine information using tact and persuasion as appropriate requiring good oral and written communication skills.

MACHINES TO BE USED Telephone switchboard, photocopy machine, computer, fax machine, postage machine, and scanner machines.

ENVIRONMENTAL Indoor, general hospital environment

SPECIAL SKILLS Must always be professional and courteous; Must be able to handle and prioritize many tasks simultaneously; Good typing skills; Effectively utilize time, showing

self confidence, exhibit enthusiasm for work; Full knowledge of computer use; Experience preferred in Microsoft Word, Excel, Internet. Works well without direct supervision and must be familiar with general office procedures.

TRAINING AFTER HIRE Training programs that apply to positions or enhance job performance will be required. Hospital-wide in-services will be required.

SPECIAL LICENSES REQUIRED None.

DESIGNATION FOR ACCESS TO HEALTH INFORMATION

Choose appropriate designation

- Demographic information only
- Financial information only
- Clinical information only
- All patient information



I have reviewed the above job descriptions and requirements and verify that I can meet all the specified duties and requirements.

I understand that Kiowa County Memorial Hospital (KCMH) cannot guarantee my employment and that KCMH can change wages, benefits and conditions of my employment at any time.

I understand that in the performance of my duties as an employee of KCMH, I must hold in confidence all that pertains to the patient, relatives and all other employees. Furthermore, I understand that intentional or involuntary violation of my employer's confidentiality may result in immediate termination of employment for cause.

I understand that a conditional job offer is extended, pending pre-employment physical.

_____(Print) Date: _____
Employee Name

_____(Signature)