



Job Title: Patient Billing Advocate

Department: Business Office

Reports to: Supervisor/CEO

Job Overview:

The Patient Billing Advocate is the conduit between the patient's visit and understanding medical insurance coverage. The advocates are ready to assist the patient by verifying insurance, answer billing questions, ensuring claims are paid correctly, refunding or reprocessing, as well as providing requested medical records. It is important for the Patient Billing Advocate to be customer service oriented and convey a helping attitude when speaking personally with patients through phone calls, and if needed, through email and letter correspondence.

Responsibilities and Duties:

- Professional and courteous demeanor, when answering or making calls to patients, with outstanding customer service. We call it POSMctivity!
- Responding to patients in a timely manner regarding benefits, payments, billing questions and all other claim related issues in a timely manner.
- Contact patients, as needed, to collect payment, refunds, credits or adjust payments
- Appealing, in writing or by phone, claims that are not paid, per contract
- Work MPV to locate account variances and zero-valued line items
- Work accounts receivable to locate claims not paid by patient or insurance that are older than 60 days
- Verifying patient's insurance, preferably prior to appointment

Qualifications:

- Must have high school diploma or equivalent
- Ability to read, write and comprehend tasks given
- Medical billing experience required
- Competent computer knowledge
- Verbal communication and comprehension skills
- Punctuality in arrival and reliability in attendance
- Courteous and conversational phone etiquette skills with patients



- Knowledge of collection process: managed care experience, explanation of benefits and payment options
- Detail oriented and able to multi-task
- Ability to time manage
- Work accounts independently
- Knowledge of office equipment

Working Conditions:

- 8 hours per day required, Monday through Friday
- Able to report to work on time
- Minimal overtime may be required when necessary
- Minimum travel possible
- Computer and office equipment used daily
- Communicating daily by phone 6 plus hours in a work day
- Listening skills

Physical Abilities:

- Capability of working 8 hours per day
- Sitting at least 6 hours of the work day
- Sitting, standing and minimal lifting
- Ability to stay on task
- Repetitive hand movements (computer work)

This job description is not designed to be a complete inventory of the job duties, responsibilities and qualifications. It's designed to give the general nature and level of work to be performed by employees assigned to this position.

My signature indicates that I received a copy of my job description and understand the general nature of the job duties and responsibilities that comes with this position at Plano Orthopedic.

Employee Signature

___/___/___
Signature Date

___/___/___
Hire Date