

Job Description Form
<b>Division/ Department:</b> Billing
<b>Location:</b>
<b>Job Title:</b> Client Account Manager
<b>Reports to:</b>
<b>Title:</b> Operations Manager

<b>Supervisory Duties:</b>  None	<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<b>Hours:</b> 40 /week <b>FLSA Status:</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
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<p><b>Job Summary:</b> Oversees and/or performs all tasks related to medical billing for specific clients. Coordinates work flow and communication between the client and Pettigrew. Monitors offshore resources for productivity and quality assurance.</p>
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<p><b>General Job Responsibilities:</b></p> <ul style="list-style-type: none"> <li>- Processes billings to third party carriers and patients; maintain supporting documentation files via online archive (scans)</li> <li>- Use online tools to verify eligibility to ensure a "clean" claim</li> <li>- Accesses client EMR to capture charges and payments if applicable; maintain ADT interface for clients if applicable.</li> <li>- Keys data and/or uploads to offshore resources: manual and/or automated transactions and verifies accuracy of input by balancing to both charge and deposit reports on a daily basis</li> <li>- Research and respond by telephone and in writing to client and patient inquiries regarding billing issues and problems within 24 business hours.</li> <li>- Report credit balances on a monthly basis to the client; adjust balances once checks are issued and note accounts.</li> <li>- Process patient payments over the phone utilizing PCI affiliated tools.</li> <li>- Resolve clearinghouse rejections daily</li> <li>- Manage accounts for turn over to a collection agency or adjust off to bad debt based on client preference.</li> <li>- Communicates with clients and their staff on a daily basis to resolve issues or errors. Communicate to management any negative trends.</li> <li>- Ensures strict confidentiality of patient and financial records to comply with PHI, ePHI and HIPAA</li> <li>- All other tasks and duties as assigned</li> <li>- Review, acceptance, and understanding of our workplace culture statement.</li> <li>- The responsibilities listed in this job description are general descriptions of work assigned, duties and responsibilities may not be limited to just these responsibilities.</li> </ul>
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**Work Experience Requirements:**

- Knowledge of Microsoft Office, Outlook, Google Suites, Data Entry skills; knowledge of paperless processes
- Ability to interact and communicate with people over the telephone, often in stressful situations
- Ability to communicate effectively, both orally and in writing
- Ability to gather data, compile information, and prepare reports
- Ability to use independent judgment and to manage and impart confidential information
- Records maintenance skills; both manual and scanned documents
- Knowledge of medical insurance claims procedures and documentation

**Education Requirement(s):**

- GED or high school diploma required; associate's or bachelor's degree preferred
- at least 3-5 years of business experience with an emphasis on the medical field; banking/financial institution experience a plus

**Reviewed by:**

**Title:**

**Approved by:**

**Title:**

**Date Posted:**

**Date Hired:**