

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

Supervisory Duties: None	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	Hours: 40 /week FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
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Job Summary: Oversees and/or performs all tasks related to medical billing for specific clients. Coordinates workflow and communication between the client and Pettigrew. Monitors offshore resources for productivity and quality assurance.

General Job Responsibilities: <ul style="list-style-type: none"> - Addresses all new work AR within 3 days of receipt on average - Works Clearinghouse rejections daily - Works with WSI or WSP staff and management to maintain Days in AR at 45 days or less and that 90+ aging is 15% or less of total AR - Reviews and resolves aged AR; (objective is to have no more than 5% in any bucket over 91 days); Provide reasoning for any buckets above this percentage - Applies appropriate appeals process where needed - Resolves denied claims timely; minimize TLE's; works with carriers on claim resolutions - Ensures appeals process is being followed according to Pettigrew Policy - Assists with EOM Process as needed. - Communicates with clients and their staff on a daily basis to resolve issues or errors. Communicate to management any negative trends; if applicable - Ensures strict confidentiality of patient and financial records to comply with PHI, ePHI and HIPAA - Where applicable: releases claims daily and additionally when new providers are approved by carriers. For MicroMD clients, bills claim no less than every two days. - Where applicable: Monitors eBridge to ensure work is being completed within 3 days of receipt. - Manages credit balances and works with clients to refund patients. - Review, acceptance, and understanding of our workplace culture statement. - The responsibilities listed in this job description are general descriptions of work assigned, duties and responsibilities may not be limited to just these responsibilities.
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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: