

**Community Physicians Group**  
**03/08/2019**  
**Job Posting**  
**Central Revenue Office**

**Title:** Central Revenue Office

**Primary Position:** CRO Self-Pay Representative

**Reports to:** Kyrston Duncan – Billing Supervisor

**Educational Requirements:** Minimum – High School diploma or the equivalent. Intermediate computer skills required. Knowledge of ICD-10, CPT-4, and Medical Terminology and Medical Insurance.

**Primary Responsibilities:**

Self-Pay Representative in Central Revenue Office

- Ability to multi-task
  - Detailed oriented
  - Knowledge of billing and collection procedures
  - Commitment to excellent customer service and communication
- Self-Pay Collections and Account Management
  - Account Management
    - Answering patient and employer phone calls
    - Assisting patients with questions about claims and/or balances
    - Submitting OccMed Statements
    - Monitor A/R for patient and Occupational Medicine past due balances
    - Handling bankruptcies, returned checks, and return mail
  - Collections
    - Making phone calls to inquire on balances
    - Running reports to identify accounts to be reviewed for collections
    - Preparing reports for office managers and collection site
    - Performing write-offs for bad debt, posting bad debt payments, and managing bad debt accounts
- Payment Posting
  - Accepting patient and employer payments over the phone
  - Monitoring payment plans and auto-drafts
  - Managing Care Credit adjustments
  - Moving patient credits and handling employee credit
- Working with providers, other office managers, and CPG staff on account inquiries

**Other duties and responsibilities as directed by supervisor.**

Please contact Kyrston Duncan at (479) 373-1720 X2211.