

# Community Physicians Group

07/01/2019

## Job Posting

### Central Revenue Office

**Title:** Central Revenue Office

**Primary Position:** CRO Patient Rep Level 1 – Self Pay Team

**Reports to:** Kelly Chambers - Office Manager

**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:**

Account Representative in Central Revenue Office – Self Pay Team

- Ability to multi-task
  - Detailed oriented
  - Ability to speak to patients with respect regarding balance and/or questions on their bills
- Ability to use websites
  - Collection Agency
- Patient balance follow up
  - Contact patients regarding past due balances
  - Monitor A/R reports for patient balances
  - Turn balances over to collection agency
- Handling return mail
- Handling Bankruptcy
  - Reporting to collection agency
  - Documenting in computer system
- Handling payment plans
  - Monitoring payment plans on TransFirst
- Handling Care Credit Payments
  - Monitoring reports monthly
  - Entering payments/adjustments into ECW
- Handling collection agency accounts
  - Reporting payments to collection agency
  - Working monthly report
    - Entering payments/adjustments into ECW
- Handling Occupational Medicine accounts
  - Running statements monthly
- Handling CPG Employee Balances
  - CPG Health Benefit Credit
- Working with providers, other office managers, and CPG staff to answer questions regarding patient balances.

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

Please contact Kelly Chambers at (479) 549-3079.