**JOB DESCRIPTION**

**POSITION:** RCM Facilitator **REVISION DATE:** 2/2023

**DEPARTMENT:** Billing

**REPORTS TO:** Billing Manager

**Job Summary:** This individual is responsible for accurately billing patients and insurance carriers as well as maximizing payment amount and turn-around time.

**DUTIES AND RESPONSIBILITIES:**

* Billing experience is required.
* Billing electronic claims.
* Answering inbound phone calls and resolving patient accounts efficiently and compassionately.
* Resolving claim denials and resubmitting claims.
* Claims follow up to include contacting various insurance carriers for claim status, approvals, account resolution and effective documentation.
* Taking patient payments.
* Sending patients over to collection and resolving overdue accounts.
* Production of weekly patient billing.
* Processing weekly surgery survey.
* Aptitude for ensuring computer system is accurate and updated.
* Knowledge of medical terminology from payers.
* Strong communication, including writing, speaking and active listening.
* Great customer service skills, including interpersonal conversation, patience, and empathy.
* Good problem-solving and critical thinking skills.
* Organization, time management and prioritization abilities.
* Collaborating with patients or customers, third party institutions and other team members to resolve billing inconsistencies and errors.
* Knowledge of Excel, Microsoft word, and office 365 outlook.

**QUALIFICATIONS & REQUIREMENTS:**

• High School diploma or equivalent required  
• 2+ years of experience in medical office; billing and collections experience preferred.

• Comfortable using computers; able to navigate through various software systems

• Exceptional interpersonal skills with ability to interact with patients with a high degree of professionalism

• Provide courteous timely, professional and empathetic customer service at all times

• Able to practice active and attentive listening skills, demonstrate proficient grammar, and deliver clear concise professional communication   
• Have highly adaptive communication and language skills to meet customer on their level   
• Must be detail oriented, with the ability to handle multiple assignments promptly and effectively   
• Follows instructions, responds well to direction, takes responsibility for own actions, and meets or exceeds company expectations  
• Able to work calmly in a fast-paced environment with a strong emphasis on quality and accuracy 

**HOURS:**

Monday – Friday 8am - 5pm.

**DRESS:**

Business Casual

**ORGANIZATIONAL POLICIES:**

1. **Personal Appearance -** Dresses appropriately for position; follows grooming and dress code policy.
2. **Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
3. **Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
4. **Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
5. **Physical Demands** - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

1. **Work Environment** - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts; fumes or airborne particles and toxic or caustic chemicals. The noise level in the work environment is usually moderate.

1. **Quality -** Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
2. **Quantity -** Meets productivity standards; completes work in timely manner; strives to increase productivity; works

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Print Name Employee Signature

Manager