

## **Midline Vision**

Job Description: Patient Accounts Specialist

Within our Central Billing Department, a Patient Accounts Specialist is responsible for insurance verification, claims editing, payment posting, credit review, and managing denials and no-responses. The person in this role will answer inquiries by phone, email, and paper mail from patients, and then take appropriate actions to resolve their questions and concerns. The best candidate will be excited about maximizing revenue flow, finding efficiencies, following and improving best-practice processes for a centralized billing department, and helping the business grow.

This position works closely with patients, our Central Billing Manager, and with staff in each of our locations to provide an excellent eye care experience through accurate, professional, and timely communication about patients' insurance eligibility and payment status.

### **MAJOR DUTIES & RESPONSIBILITIES:**

- Properly verify insurance, bill patients and insurance companies, and post payments.
- Patient billing responsibilities include sending statements, payment posting, and credit review.
- Accurately add insurance carrier and plan information to patient charts.
- Proactively review claims for errors, and edit claims as needed for correct pricing and coding.
- Investigate credit balances on insurance and/or patient accounts and resolve discrepancies.
- Research, correct, and appeal claims that have been denied by the insurance companies.
- Follow the workflow of patient billing and insurance claims posting and reconciliation.
- Manage the accounts receivables list and follow up on unpaid claims.
- Perform provider insurance credentialing to the appropriate carriers.
- Develop professional business relationships with other associates and doctors.
- Follow HIPAA compliance regulations.

### **BENEFITS:**

We offer generous paid time off, professional development assistance, a retirement plan with up to 7% employer match, as well as employee discounts on vision care, glasses, and contact lenses.

### **EDUCATION:**

High school diploma or equivalent, and experience typically achieved with a minimum of 1-2 years in a healthcare environment. Post-secondary training in finance, business administration, or healthcare management is preferred.

### **WORK REQUIREMENTS:**

- Ability to communicate verbally and in written format at a high school graduate level.
- Able to sit or stand for extended periods of time, and to lift 10 to 20 pounds.
- Ability to see (Near, Distance, Color, and Depth Perception).
- Manual and finger dexterity, as well as hand/arm steadiness. Ability to grip and hold items.
- Able to handle cash or other payments, office equipment, calculators, and tools.
- Able to work normal office hours to meet established deadlines.
- Able to travel independently to support Company objectives and personal development.

The company will make every effort to make reasonable accommodations upon request to enable qualified individuals with known disabilities to perform the essential functions of their job.