



An Affiliate of
MERCYONE



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Phone: (641) 464-3226

Patient Accounts Assistant

Department: Business Office

Position: Full Time, Non-Exempt

Educational/Experience Requirements:

- High School Diploma
- Computer Experience required
- Good communication skills required
- Previous experience with accounts receivable collection preferred
- Previous Healthcare experience preferred
- Understands HIPAA regulations and privacy of patient and employee information.

Brief Description of Job:

Performs various functions (phone calls, letters) in the patient account collection process.

Essential Functions:

- Monitors Financial Assistance guidelines for Charity Care write off and Presumptive Eligibility applications.
 - Obtains completed applications
 - Submits Presumptive Eligibility applications to Iowa Medicaid
 - Calculates applications for Charity Care assistance
 - Obtains approval from CFO
 - Notifies the patient of approval of denial of financial assistance/presumptive eligibility.
- Processes return mail & address changes
 - Updates address and resends statements
 - Transfers returned mail accounts to collection agency if unable to obtain good address
- Communicates with the collection agency about bad debt accounts
 - Corresponds with collection agency on account updates about bad debt accounts
 - Transfers accounts to bad debt with account information to collection agency
 - Completes billing requests for collection agency's legal department
 - Reports RCH bad debt payments to collection monthly
 - Notifies the agency of bankruptcy notices and monitors for write off
- Assists patients with account questions and concerns
- Accepts patient payments and provides proper receipts and documentation to A/R.
- Monitors uninsured patients accounts for insurance coverage once a month
- Monitors change in Medicaid coverage report to ensure all visits get updated for billing
- Works with staff notification of uninsured patients to communicate financial responsibility
- Monitor self-pay accounts to ensure payment guidelines are met if not contacts patient with phone call or letter
- Monitors ER/OBS/Inpatient accounts to ensure correct information for Medicare/Medicare Advantage patients
- Works assigned shift/shifts, weekends and holidays, as scheduled
- Identify reasons of concern with improvement ideas
- Maintains a good working relationship with coworkers
- Involvement/participation in SEI/DO It meetings.



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