



## Job Description

<b>JOB TITLE:</b>	Credit Coordinator
<b>DEPARTMENT:</b>	Business Office
<b>SUPERVISION RECEIVED:</b>	Reports to Business Office Supervisor
<b>SUPERVISION EXERCISED:</b>	None
<b>JOB SUMMARY:</b>	The Credit Coordinator manages all daily functions related to enforcing the practice's Collection Policy.

### ESSENTIAL FUNCTIONS:

- Manage outstanding patient balances by executing filters in PrimeSuite to begin collection processes in accordance with the practice's Collection Policy
- Manage alerts on the TransWorld website
- Post patient payments on the TransWorld website
- Suspend actions on the TransWorld website in accordance with the practice's Collection Policy
- Consult with providers' secretaries prior to appointment scheduling for patients with past due balances
- Perform various collection actions (contacting patients by phone, evaluating patient financial status, establishing payment plans, etc.) in accordance with the Practice's Collection Policy
- Assign uncollectible accounts to collection agency per practice's Collection Policy
- Identify and resolve patient billing complaints
- Seek advice from Business Office Supervisor on difficult or unusual collection issues
- Research address changes for patients who cannot be located
- Review Estate accounts to ensure all payments have been received
- Process letters being sent to executors, attorneys and probate
- Post payments to collection accounts and calculate commissions due collection agencies
- Balance receipts for transactions entered on a daily basis
- Enforce credit and payment policies as set by the practice
- Provide coverage as needed for Registration and other business office functions
- Attend training seminars and educational programs as assigned by the Business Office Supervisor.

### REQUIREMENTS & PREFERENCES:

Associate degree in related field or equivalent experience; Medical terminology, ICD-10/CPT coding knowledge helpful; Strong mathematical knowledge for reconciling accounts; Knowledge of managed care benefits, commercial insurance benefits, managed care claim processing, billing, and collection practices is helpful; Ability to communicate clearly and effectively is critical; Excellent patient service skills to show compassion, respect, integrity and innovation toward patients and co-workers is imperative.

### PHYSICAL DEMANDS:

Essential functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

***This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills and abilities may change as needs evolve.***