



Job Description

JOB TITLE: Registration Associate / Reimbursement Processor

DEPARTMENT: Business Office

SUPERVISION RECEIVED: Reports to Business Office Supervisor; Director of Administrator Services

SUPERVISION EXERCISED: None

JOB SUMMARY: The Registration Associate / Reimbursement Processor works in a hybrid role to complete the patient check-in process and/or process and post incoming insurance checks and remittances, as well as field patient calls related to billing.

ESSENTIAL FUNCTIONS:

- Greet patients and visitors in a prompt, courteous, friendly and helpful manner
- Verify and update necessary information in the patient demographic records
- Acquire patient insurance coverage, check eligibility dates, and scan insurance cards
- Collect co-pays, balances and/or work with patients to set-up payment plans
- Advise patients of account status and assist with billing inquiries
- Reconcile payments collected at end-of-day
- Obtain required information from patients as directed from other staff members
- Distribute medications prepared for patient pick-up
- Screen visitors and respond to routine requests for information
- Assist patient with ambulatory difficulties, call for rides, etc
- Open office doors and maintain reception area
- Post payments to patient accounts such as personal, insurance and government agencies
- Process electronic remittances for posting to patient accounts
- Contact insurance payers for additional information as needed to post payment accurately
- Enter charge adjustments as needed, following office policies and procedures
- Prepare necessary paperwork for refunds
- Reconcile receipts posted with receipt summary
- Maintain confidentiality of patient information
- Complete assigned responsibilities in an appropriate time frame
- Demonstrate professionalism in appearance and actions
- Comply with all rules, regulations and procedures of the Practice
- Perform any other duties as assigned by management

REQUIREMENTS & PREFERENCES

- Experience in a cash-handling and/or health insurance-related field is preferred
- Basic knowledge of commercial and government payers
- Data entry skills in a PC environment
- Strong mathematical knowledge for reconciling accounts and balancing receipts
- Ability to communicate clearly and effectively while being friendly and helpful

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.