



PATIENT ACCOUNTS REPRESENTATIVE

Join the leading experts in skin care as a dynamic **Patient Accounts Representative**, and support our mission, vision and values by exhibiting excellence and competence, collaboration, teamwork and team building, innovation, respect, personalization, commitment to our patients, accountability and ownership.

When asked what they love about their job, our Patient Accounts Representatives couldn't pick just one thing; coworkers, their boss, helping people, and "having access to the best dermatologists and skin care products in Boston" all made the list! Keep reading to find out what it takes to join the team.

GENERAL SUMMARY:

The Patient Accounts Representative is responsible for gathering charge information, maintaining the insurance database, distributing insurance claims, and assisting patients with insurance and self-pay billing problems. Additionally, the Patient Accounts Representative processes data and information to facilitate maximum and timely payments.

ESSENTIAL JOB FUNCTIONS INCLUDE:

- Clean claim submission.
- Approve and transmit EDI claims.
- Work EDI response reports to correct transmission errors from carriers.
- Research information required to complete billing process, working directly with physicians, referral coordinator and reception as needed.
- Code information about procedures performed and appropriate diagnosis for services.
- Audit and edit daily batches and data to produce clean claims. Reconcile charges.
- Post payments, adjustments, and transfer balances as required.
- Research accounts requiring additional documentation. Manage receivable accounts.
- Assist with coding and error resolution.
- Handle patient questions, on-site and by telephone, regarding problematic accounts.
- Pre-authorize surgeries, medications and other procedures with third party payers as needed.
- Participate in educational activities.
- Maintain strictest confidence.
- Keep abreast of SkinCare Physicians policies and procedures, as well as updated ICD-10 and CPT-4 coding and billing compliance knowledge.
- Must keep patient and business confidentiality at all times; follows HIPAA policies for patient privacy (level 2,3,4 PHI). Comply with OSHA and AAHC policies and procedures.
- Perform clerical and any other duties as directed by Manager.

PREPARATION, KNOWLEDGE, SKILLS & ABILITIES:

- High School diploma or equivalent. Associate or bachelor's degree in business preferred.
- Five plus years of medical office billing or administrative experience.
- Customer service experience is a plus.
- Knowledge of billing software, billing and compliance policies, and third-party billing and claims/collection procedures.
- Calm, reassuring, competent demeanor and the ability to be sensitive to patient needs, as well as maintain a positive and friendly attitude when dealing with difficult patients.
- Ability to examine documents for accuracy, completeness and pay attention to detail.



BENEFITS:

SkinCare Physicians is proud to offer a robust benefit package, free parking, and an outstanding work environment.

If you are interested in learning more about this position, please send your resume and cover letter to HR@skincarephysicians.net

Disclaimers:

Applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

SkinCare Physicians of Chestnut Hill is committed to the principle of equal employment opportunity. Applicants for employment and employees are reviewed on their individual qualifications for a position. Under no circumstances will SkinCare Physicians of Chestnut Hill discriminate against qualified persons on the basis of race, color, religious creed, retaliation, national origin, ancestry, sexual orientation, gender, gender identity/expression, disability, mental illness, genetics, choice of health insurance, marital status, age, veteran status, or any other basis prohibited under applicable law.