



PATIENT BILLING REPRESENTATIVE

Full-time, on-site position; salary range \$23/hour to \$25/hour, commensurate with experience. Potential for hybrid-remote opportunity following six months of consistently demonstrating exemplary performance.

Join the leading experts in skin care as a dynamic Patient Billing Representative. The Patient Billing Representative will gather charge information, maintain the insurance database, distribute insurance claims, and assist patients with insurance and self-pay billing problems. Additionally, the Patient Billing Representative will process data and information to facilitate maximum and timely payments.

When asked what they love about their job, our Patient Billing 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...

PATIENT BILLING REPRESENTATIVE QUALIFICATIONS:

- High School diploma or equivalent; associate or bachelor's degree in business preferred
- 3+ years' billing experience; hospitality, customer service, and/or administrative experience preferred
- Knowledge of billing software, billing and compliance policies, and third-party billing and claims/collection procedures
- Must possess a calm, reassuring, competent, and sensitive demeanor; patient confidentiality required
- Maintain a positive and friendly attitude when dealing with difficult patients
- Strong attention to detail; ability to examine documents for accuracy and completeness
- Strong verbal communication skills and ability to positively engage with patients
- Excellent organizational skills and ability to work in a fast-paced environment
- Team player

WHY YOU SHOULD APPLY:

- Exceptional, respectful, and inclusive workplace culture that encourages you to give your best while respecting work-life balance
- Explore opportunities for learning and development through training programs and a variety of in-house committees
- Enjoy valuable and comprehensive benefits, 401(k) plan with profit sharing, tuition reimbursement, generous PTO and holidays, pet insurance, and free parking
- Treat yourself to complimentary or discounted treatments and products!

PATIENT BILLING REPRESENTATIVE JOB RESPONSIBILITIES:

- Responsible for clean claim submission
- Approve and transmit EDI claims; correct transmission errors on EDI response reports from carriers
- Research all information needed to complete billing process, including working directly with physicians, referral coordinator, and reception
- Code performed procedures and appropriate diagnosis for services
- Audit and edit daily batches and data to produce clean claims; reconcile charges



- Posts payments, adjustments, and transfer balances as required
- Research and follow up on accounts requiring additional documentation; manage receivable accounts
- Assist with coding and error resolution
- Manage patient inquiries regarding problematic accounts, both in person and via phone
- Pre-authorize surgeries, medications, and other procedures with third party payers as necessary
- Collect prior authorization requests initiated by physicians
- Initiate prior authorization request to patient's insurance carrier; manage communication between patient and insurance carrier
- Initiate letters of medical necessity from physicians
- Participate in educational activities
- Must keep patient and business confidentiality at all times
- Maintain current knowledge of SCP policies and procedures, as well as updated ICD-10 and CPT-4 coding and billing compliance knowledge
- Follow HIPAA policies for patient privacy and have access to Level 2,3,4 PHI; comply with OSHA and AAHC policies and procedures

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

ABOUT SKINCARE PHYSICIANS

SkinCare Physicians is a comprehensive, state-of-the-art center for dermatology, cosmetic and laser procedures, dermatologic and skin cancer surgery, and medical aesthetics. Our commitment to excellence, along with the credentials and experience of our skilled physicians and support staff, are what make SkinCare Physicians one of the premier dermatology facilities in greater Boston – and the world.

At SkinCare Physicians we believe that it is through the efforts of our employees that we have become a leader in the field of medical and cosmetic dermatology. Our state of the art and world-renowned practice is always looking for people who are committed to supporting our mission of providing the best possible personalized service to our patients along with ethical, skilled, and comprehensive care. Only by making our employees successful will we make our patients satisfied and achieve our organization's mission.

Our expectation is that all employees will support SkinCare Physicians' mission, vision, and values by exhibiting the following behavior: excellence and competence, collaboration, teamwork and team building, innovation, respect, personalization, commitment to our patients, and accountability and ownership.

SkinCare Physicians is an equal opportunity employer, dedicated to building an inclusive and diverse workforce.