

**MASON CITY CLINIC**  
**Job Description**

**Job Title:** Business Office Clerk

**FLSA Status:** Nonexempt

**Job Code:**

**Employee Group:** Non-Management

**Department:** Business Office

**General Summary:**

Under general supervision and following prescribed procedures, sorts and distributes various insurance-related patient information. Check newspaper obituaries against patient database and updates computer information. Updates change of addresses from returned mail, researches incorrect addresses, calls patients with no insurance to get insurance information, and set up patient accounts when necessary. Prepares bills for physician letters, depositions, and medical/legal conferences. Verifies correct reimbursement of paid claims from insurance companies. Preparation of certain patient forms. Gathers appropriate insurance information for secondary insurance claims. Prepares daily patient payments for entry. Receives payments from patients, prepares receipts, transmits credit card payments, and properly stores daily funds. Balances cash box to established fund level for the next day and assures proper overnight storage. Balances daily patient receipts with funds, prepares funds for deposit and delivers to appropriate personnel. Performs a variety of clerical duties including answering telephone and ordering office supplies.

**Principal Duties and Responsibilities:**

1. Sorts insurance forms, statements, letters, and payment information according to established procedures. Divides and distributes insurance material to Patient Account Representatives based on the prescribed system when the first clerk is absent.
2. Turns off statements when mail is returned.
3. Receives direct payments from patients, writes up a receipt for patient indicating amount of cash or check, and files appropriate copy with money.
4. Balances the cash box for the next day ensuring an adequate variety of bills and coins. Prepares funds for deposit by separating money from receipts and balances totals by calculating actual funds and comparing to receipt totals. Delivers funds, receipts and deposit slip to appropriate personnel. Returns cash box to proper location for overnight storage according to established procedures in the absence of the first clerk.
5. Answers questions or directs person to Patient Account Representative (PAR) for further information. May provide copies of patient's account or print off HCFAs as requested.
6. Assists in preparation of charity applications for MCC Company only for manager review by completing form with information regarding the application and the patient's financial status. After review by the manager, prepares and mails letters to the applicants with a decision made in review for possible financial assistance.

8. Notifies PAR if patient has Mercy Charity and enters the charity adjustment in the patient's account.
9. Answers telephone for Business Office in order to take requests, records messages, locate personal payments, applies appropriate cash discounts, and responds to routine patient questions regarding their account by explaining balance and appropriate insurance reimbursement. Forwards documentation to appropriate PAR.
10. Works cooperatively with other departments and Clinic staff to improve processes, systems and communications. Provides on-going support to the Business Office team.
11. Receives and documents all disability, FMLA and other forms from patients including fielding phone calls in regards to these forms.
12. Generate and mail out "Pin" letters to patients for their access to the patient portal.
13. Places order for office supplies for the Business Office staff.
14. Performs miscellaneous office duties such as filing, faxing and copying as requested by manager.
15. Performs other department duties as assigned.

**Knowledge, Skills and Abilities Required:**

1. Ability to read and write and correct patient addresses, update patient information in the computer system, prepare patient forms, verify correct reimbursement on paid claims, gather correct insurance information for secondary claims, and to perform simple arithmetic calculations in order to monitor patient account activity and balance daily receipts at a level normally acquired through completion of high school.
2. Approximately three to six months related work experience necessary in order to become familiar with medical terminology and Clinic policies and procedures and to be able to research patient account information and balances to answer basic patient account inquiries.
3. Interpersonal skills necessary in order to effectively interact with Clinic personnel when exchanging patient-related information, to interact with insurance and legal offices, and effectively interact with patients when receiving payments or answering account questions.
4. Analytical skills necessary when sorting and distributing information to appropriate personnel or insurance companies and researching incorrect patient or insurance company information.
5. Analytical skills necessary in order to balance daily receipts, to identify and resolve discrepancies with receipts, and research patient account information.
6. Ability to lift and move boxes of statements, envelopes, and up to 25 pounds for less than ten percent of work time when putting away supplies.

7. Ability to concentrate and pay close attention to detail approximately ten percent of the time when sorting and distributing information to appropriate personnel.
8. Good organizational skills.

**Working Conditions:**

1. Works in a normal office environment where there are few, if any, physical discomforts due to dust, dirt, noise and the like.

**Reporting Relationships:**

Reports to the Business Office Manager.

**Approvals:**

\_\_\_\_\_  
Department Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Administrator

\_\_\_\_\_  
Date

**The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.**

Revised 9/17,9/19,3/21

## WORKING CONDITIONS AND PHYSICAL DEMANDS WORKSHEET

Date: 3/2021

Job Title: Business Office Clerk

Department: Business Office

### 1. Physical Activities

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Balancing	X					
Bending	X					
Climbing		X (stairs)				
Crawling	x					
Crouching	x					
Kneeling	x					
Reading					x	
Sitting						x
Squatting	x					
Standing		x				
Stooping	x					
Walking		x				

### 2. Lifting and/or Pushing and Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds		x				
10-20 pounds	x					
20-30 pounds	x					
30-60 pounds	x					
Over 60 pounds	x					

### 3. Carrying and/or Pushing Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds		x				
10-20 pounds	x					
20-30 pounds	x					
30-60 pounds	x					
Over 60 pounds	x					

### 4. Visual Activity

Level	Yes	No	Comment
Near Vision	x		
Far Vision		x	
Depth Perception		x	
Fine Discriminate Detail		x	
Color Vision		x	
Field of Vision	x		

### 5. Auditory Activity

Level	Yes	No	Comment
Distinguish Sounds	x		
Distinguish Pitch		x	
Distinguish Tone		x	
Hear Speech	x		

## 6. Sensory Activity (Touch & Smell)

Level	Yes	No	Comment
Distinguish Hot & Cold		x	
Distinguish Range of Temperature		x	
Distinguish Surfaces		x	
Fine Motor Skills to Grasp		x	
Manual Dexterity	x		typing
Detect Odors		x	
Distinguish Odors		x	

## 7. Verbal Activity

Level	Yes	No	Comment
Make Sounds		x	
Form Words	x		
Speak Loudly		x	
Speak Softly		x	

## 8. Mental Activity

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Performing detailed tasks (bookkeeping, transcribing, etc.)				x		
Subjected to interruptions					x	
Subjected to changing work priorities					x	

## 9. Hazardous Conditions

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Exposure to marked changes in temperature & humidity	x					
Exposure to electrical shock	x					
Exposure to vapor, fumes & gases	x					
Exposure to radiation	x					
Exposure to infectious disease	x					
Driving automotive equip.	x					
Exposure to weather elements	x					