

MASON CITY CLINIC
Job Description

Job Title: Collector
Department: Business Office

FLSA Status: Nonexempt
Employee Group: Non-Management

General Summary:

Under general supervision and following established guidelines, researches past due patient accounts and contacts appropriate parties to collect outstanding payments via collection calls and/or correspondence. Provides excellent customer service regarding collection issues, resolves client discrepancies and short payments. Responsible for monitoring and maintaining patient payment plans for compliance with agreed upon scheduled payments arrangements. Forwards unresolvable, researched accounts to outside collections vendor.

Principal Duties and Responsibilities:

1. Contacts patient or guarantor regarding overdue accounts following prescribed procedures. In doing so, verifies current balance, determines patient financial status, requests payment in full as appropriate, negotiates payment plan including amount and first payment date, and records verbal agreement for processing.
2. Is responsible for reducing delinquent accounts through outlined prescribed process, in doing so, will meet defined department goals and activity metrics set by management.
3. Monitors monthly payment plans for delinquent status and contacts responsible party to discuss expectations and consequences of missing payments.
4. Contacts insurance company and government agency personnel and/or websites in order to obtain missing patient demographic data to further collection efforts.
5. Prepares and sends standard collection letters to patients not responding to telephone calls, monitors account for patient response via payment, letter or other contact, and completes collection activity.
6. Conducts thorough research on overdue and/or delinquent accounts by reviewing patient account transactions, explanation of benefit coverage, deductibles and so forth.
7. Provides excellent & considerate customer service to patients, guarantors and vendors.
8. Resolve patient disputes as they pertain to payment of outstanding balances that are due.
9. Participate in team planning meetings.
10. Provides on-going support to Business Office team.
11. Performs other department duties as assigned.
12. Establish and maintain effective and cooperative working relationships with outside collection agencies.
13. Enlists the efforts of management when necessary to accelerate the collection process.
14. Maintains knowledge of trends and developments in the field by reading appropriate articles, journals and related material, and by attending seminars, conferences and so forth.

Knowledge, Skills and Abilities Required:

1. Ability to read and write in order to review patient account transactions, perform arithmetic calculation in order to verify account balance and determine payment plans at a level normally acquired through completion of a two year post high school vocational, technical, or business school training.
2. Approximately 1-2 years collections experience.
3. Knowledge of medical billing and collections procedures with a higher knowledge of federal, state government regulations normally acquired through specific training, collections experience or certification.
4. Accounts receivable knowledge/experience beneficial when researching discrepancies.
5. Interpersonal skills necessary in order to effectively respond to patient inquiries regarding sensitive account information, to exchange patient data with insurance companies and to research patient account problems with other department personnel.
6. Analytical skills at a level necessary in order to examine patient account information to determine appropriate payment plans and prepare various reports.
7. Ability to concentrate and pay close attention to detail.
8. Ability to work in a fast paced goal oriented collections department with over fifty percent of work time spent on the telephone.

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:

CFO

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.

WORKING CONDITIONS AND PHYSICAL DEMANDS WORKSHEET

Job Title: Collector

Date: 7/2021
 Department: Coding & Reimbursement

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 | | | | | |
| 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 | | Computer screen |
| 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 | | | Normal conversation activity; in person and through headset or phone receiver. |

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 | |
| Detect Odors | | X | |
| Distinguish Odors | | X | |

7. Verbal Activity

| Level | Yes | No | Comment |
|--------------|-----|----|--------------------------------|
| Make Sounds | X | | Normal communication skill set |
| 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 | | | | | |