

LOWER UMPQUA HOSPITAL JOB POSTING

Position	Patient Account Representative I
Department	Business Office
Status	Full-time
Post Date	7/2/2019
Date Available	7/10/2019
Close Date	Until filled

Minimum Requirements:

Lower Umpqua Hospital seeks a full-time PAR I. The PAR I is responsible for processing all assigned patient accounts from initial billing to collection of all amounts due from each of the patient's insurance carriers.

ESSENTIAL DUTIES/FUNCTIONS:

Under the general direction and supervision of the Business Office Manager, and in accordance with established departmental and Health System policies, procedures, and standards, performs duties as assigned including, but not limited to, the following:

- Preparation of bank deposit
- Assist with collection phone calls
- Typing, filing, photocopying, data entry
- Internal audit projects as assigned
- Answer telephones as needed
- Insurance follow up as assigned
- Accept payments from patients by phone and in person
- Other duties as assigned by supervisor
- Prepare refund requests for billing staff upon the biller's reconciliation of the account.
- Verify posting and adjustments for automatic remittance posting, to include HMSA, Medicaid, and Medicare.
- Relieves cashier for vacations, lunch and breaks as required.
- Conducts follow up on outstanding insurance accounts, as requested by supervisor.
- Investigates insurance amounts to determine reason for non-receipt of payments, and follows up with insurance carrier.
- Maintains confidentiality of employee, patient, and Health System information.
- Maintains Health System core values of quality, caring, ownership, pride, teamwork, respect, and responsibility.

OTHER DUTIES/FUNCTIONS:

- Sends insurance information inquiries and group insurance forms to patients for completion; follows up on forms not returned.
- Performs other duties as assigned by the Business Office Manager.

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