



## Heart of Ohio Family Health Center Revenue Cycle Specialist

**Summary:** This position supports the Organization in the following manner:

- ✓ Responsible for all aspects of patient insurance verification and eligibility processes to reduce eligibility denials and increase revenue for the organization.
- ✓ Responsible for a review of the patient's account and determine if patient is a candidate for Financial Assistance.
- ✓ Responsible for the timely entry, recording and processing of revenue related transactions including all medical billings, third party invoicing and payment posting.
- ✓ Responsible for resolving unpaid balances for open vouchers for patients.

**Reports to:** Revenue Cycle Manager

**Supervises:** N/A

**Dress Requirement:** Business casual in accordance to Heart of Ohio Family Health Center's dress code policy

**Work Schedule:** Full Time

Monday through Friday during standard business hours

Times are subject to change due to business necessity

**Exempt**

**Non-Exempt**

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**Job Duties:**

- ✓ Review and perform insurance verification for all scheduled appointments via automatic eligibility tools, online insurance web portals, and/or insurance phone calls.
- ✓ Update patient accounts with appropriate insurance information and review accounts for outstanding claim denials due to eligibility.
- ✓ Assists the front desk and billing team in answering and reviewing eligibility questions and issues.
- ✓ Understand presumptive eligibility for patients that have no insurance and meet income requirements based on Medicaid guidelines and refer to Certified Application Specialists.
- ✓ Assists with Eligibility and Registration audits as assigned to measure overall productivity and performance in accordance with the guidelines established HOFHC training manuals and performance standards.

- ✓ Able to interact with both internal and external customers, on a basic and administrative level with professional courtesy and advanced customer service skills.
- ✓ Import or data enter all charges on a daily basis for interface with third party claim processing service.
- ✓ Provide consistent, quality customer service.
- ✓ Provide assistance with finance and statistical reports on a daily, monthly, quarterly and as needed basis.
- ✓ Research discrepancies in billing versus collected amounts in coordination with third party claim processing entity.
- ✓ Daily billing and deposit reconciliation.
- ✓ Applies receipts and adjustments to appropriate open patient account receivables.
- ✓ Complies with all laws, regulations, policies and procedures of the Health Centers.
- ✓ Allocate time as necessary between the designated service sites.
- ✓ Attend assigned meetings.
- ✓ Attend outside training, seminars, conferences, etc. as required.
- ✓ Other duties or Special projects, as assigned.

**Job Qualifications** (Experience, Knowledge, Skills and Abilities)

- ✓ Prior experience in medical billing/coding, preferred
- ✓ Certification in medical coding/billing is a plus
- ✓ Intermediate knowledge of computer software: Microsoft Word, Excel
- ✓ Knowledge of EHR software (preferable Allscripts)
- ✓ Ability to travel between sites
- ✓ Attend other off-site activities/events, as required
- ✓ Excellent understanding of customer service as related to a medical service
- ✓ Ability to work effectively in a team environment
- ✓ Ability to work in an occasionally noisy environment
- ✓ A minimum of two (2) years of experience working in a medical practice, FQHC  
Preferred
- ✓ Ability to understand and read eligibility and benefits information from payer websites
- ✓ Experience in using insurance websites and calling insurance representatives
- ✓ Ability to communicate effectively in writing and verbally
- ✓ Ability to establish and maintain cooperative working relationships with patients, third party resources, co-workers, and management
- ✓ Ability to follow complex instructions and procedures, pay close attention to details, and organize work in a systematic and efficient fashion
- ✓ Proficient with PHI rules and HIPAA regulations
- ✓ Ability to read, interpret, and apply policies and procedures
- ✓ Ability to establish priorities and coordinate work activities

**Facility Environment:**

All facilities have a medical office environment with front-desk reception area, separate patient examination rooms, nursing stations, pharmacy stock room, business offices, hallways and private toilet facilities. All facilities are on the main ground floor and ADA compliant.

This position's primary work area is in an office within our facility.

The office area is:

- Kept at a normal working temperature
- Sanitized daily
- Maintains standard office environment furniture with adjustable chairs
- Maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

**Equipment Operated:**

Telephone	Computer	Printer
Fax machine	Copier	Scanner
Calculator	Other office equipment, as assigned	

**Physical Demands and Requirements:** these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person's voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

**Indicate Frequency of Factors that Contribute to this Position:**

<b><i>Factor</i></b>	<b><i>Frequency</i></b> , 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed
Normal, steady work pace	2 (may require multi-tasking)
Randomly changing work pace	1
Fast, sometimes chaotic work pace	2

Independent decisions made without supervision	2
Exposure to trauma, grief, death, etc	0
Exposure to disease or bacteria	1
Handles closed containers or vials of patients' bodily fluids or tissues	0
Required to wear safety clothing or equipment	0
Handles money (cash, checks or credit cards)	2
Interacts personally with public	2
Interacts with public via the telephone, letter, or other non-face-to-face measure	3

Qualified applicants may submit resumes to: [jwoodard@hofhc.org](mailto:jwoodard@hofhc.org) or [gsterling@hofhc.org](mailto:gsterling@hofhc.org)