

Position Title: Business Services Representative
Department: Admitting
Classification: Depends on Experience

Job Summary:

Responsible for collecting patient demographics, obtaining and verifying complete insurance information, providing patient an estimate of services to be rendered where appropriate and collecting of monies due by patient. Business Services Representative (BSR) will also collect monies from any walk-in patients and set up payment arrangements as outlined in policy. Further, BSR will check for past due accounts and collect and/or establish payment on these accounts as well.

Essential Job Functions:

The following is a summary of the essential functions of this job. The incumbent may perform other duties, both major and minor, that are not mentioned below; and specific functions may change from time to time. Maintains strict confidentiality of every patient and their medical record and other Protected Health Information (PHI). Acts as public relations agent for CMH: meets and greets patients, visitors and guests with a smile, provides directions, and assists with requests wherever possible. Processes admissions, transfers, and discharges accurately by identifying patients and guarantors with separate identifiers; zero errors in patient identification. Ensures each patient has a complete and accurate set of orders, obtains estimate of cost of services to patient to include patient responsibility, and provides patient with this information for outpatient and inpatient services. Checks schedules during registration process and makes changes to patient demographics, insurance information and precertification as needed. Completes daily census and updates NCSMARTT. Performs all registration and cashiering functions daily as per standard work. Counsels patients for collections and appropriate payment arrangements both directly (in Person) and (indirectly) by phone on a daily basis. Assists with training and orienting new employees in departmental procedures. Adapts flexibly to scheduling decisions and changes to meet healthcare facility needs. Becomes knowledgeable of Lean techniques, tools, methodologies and practices. Uses Lean principles conscientiously on a day to day basis. Attends and participates actively in department meetings. Accepts, participates, and attends Performance Improvement programs as requested. Answers telephone, takes and delivers messages, refers calls to appropriate persons or department. Completes other duties as assigned by supervisor.

Education and formal training:

A high school diploma or equivalent; position prefers associate degree in medical field.

Work Experience:

One year experience preferred.

Knowledge, skills, and abilities required:

Computer skills and keyboarding required. Ability to work with public. Medical terminology preferred.

Physical Requirements:

Must have visual acuity and adequate hearing. Must be able to endure extended periods of sitting or standing. Must be able to handle stress and stressful situations. Must be able to lift at least 25 pounds. Must be able to transport patients to departments and nursing units via wheelchair and to obtain assistance from other staff when needed.