



## **Full-Time Patient Account Specialist II - Follow Up - San Diego**

### **Position Summary:**

The Patient Account Specialist Follow Up is part of the billing team. They are responsible for the collection of outstanding medical claims from a variety of sources; insurance carriers, IPA's, patients, research or transplant office and/or other payment sources.

### **Essential Duties and Responsibilities:**

- Handle daily correspondence related to assigned claims.
- Actively work all accounts assigned to collector queues to maximize collections. This includes but is not limited to; searching for lacking insurance information, rebilling claims to insurance carriers, billing patients, filing appeals, provider disputes, DMHC complaints and calling patients.
- Maintain the standard productivity levels set by the department; average 100 to 140 accounts per day.
- Communicate unfavorable reimbursements trends to management.
- Assist with sending delinquent accounts to a Collection Agency as directed by management.
- Assist the Billing department with general duties as directed by the Supervisor. General duties include but are not limited to: data entry, payment entry, phone coverage, document imaging, etc.
- Other job-related duties, as assigned.

### **Knowledge/Abilities/Skills:**

- Must possess job appropriate written and verbal communication skills.
- Must possess a strong understanding of CPT and ICD-10 coding systems.
- Must possess medical billing knowledge (HMO, PPO, Workers' Compensation, Medical, Medicare).
- Must possess a strong understanding of eligibility requirements and process to obtain required authorization.
- General office experience with telephone communication.
- Ability to file in both Alpha and Numeric filing systems.
- Ability to perform the identified essential functions of the position including the operation of any equipment and software associated with performing the essential functions.
- Ability to perform the essential functions of the position without posing a direct threat to him/herself, others or property.
- Ability to adhere to SDI's personnel policies and practices including the attendance and punctuality requirements.



- Adheres to policies, rules and regulations as outlined by SDI. Participates in compliance program, including HIPAA privacy and security, to prevent illegal and unethical conduct.
- Ability to maintain a calm and courteous demeanor and conduct business in a professional manner.
- Computer and software knowledge (proficiency in Microsoft Word, Microsoft Excel, Office, and Medical Billing Software)
- Ability to type and 10-key by touch.

**Education:**

- High School Diploma, or equivalent

**Work Experience:**

- Minimum of 3-4 years' Medical insurance billing experience.

**Physical Demands:**

- Ability to sit for 7 to 8 hours at a desk, daily.
- Ability to wear a headset for 7 to 8 hours, daily.
- Ability to keyboard accurately at 40 - 45 wpm.
- Ability to visually differentiate information on a computer monitor.
- Ability to periodically bend, stoop or reach to file, organize and obtain objects.
- Periodically lifting 10- 15 pounds and carrying small to medium sized object.
- Ability to distinguish telephone ring and caller's voice, hear and speak over a telephone and in person.
- Ability to write and record information legibly.

To apply, please send a current CV or resume to: [HR@sandiegoimaging.com](mailto:HR@sandiegoimaging.com)