



Job Description

Accounts Receivable Receptionist Representative

Business Unit: Aspire Indiana

Department: Revenue Management

Reports to: Manager, Revenue Management

Clinical Supervisor: N/A

Created: 03/14/2018

Location: Noblesville, IN

Site: Noblesville Administration

FLSA Class: Full Time, Non-Exempt

EEO Category: Administrative Support Workers

Date Modified: 02/07/2020

POSITION SUMMARY

The Accounts Receivable Receptionist is responsible for providing excellent customer service, both internally and externally and will provide a variety of administrative, technical and clerical support for Aspire Indiana Health's billing and collection systems.

ESSENTIAL RESPONSIBILITIES

Secretarial and Clerical Services

- Greet clients and/or visitors
- Date-stamp and sort incoming mail and send to respective offices
- Reconcile payment journal sheets, including remote deposit capture
- Prepare bank deposits in a timely manner
- Enter private-pay payments
- Enter payee payments
- Data entry services
- Incoming/outgoing phone calls
- Letter/report writing/correspondence
- Scan documents
- Monitor, requisition office supplies
- Schedule/coordinate meetings, as assigned
- Provide backup for other staff, as needed

Billing and Collection Services (as assigned)

- Review services in patient account records and bill charges appropriately
- Post payments to patient records in a timely and accurate manner
- Investigate third party non-payments and rebill as appropriate
- Respond to third party denials and resubmit for payment
- Handle the collection process of outstanding accounts
- Communicate concerns or issues to Lead A/R Rep or Supervisor
- Verify deposit totals and make any necessary payment adjustments
- Enter, review and verify client payor and demographic information
- Verify patient eligibility and insurance or responsible party information
- Consult with Lead A/R Rep on troubleshooting discrepancies in patient billing information and collaborate with front desk staff to resolve

Customer Service

- Interact with staff and others in a positive, helpful and professional manner through all modes of communication
- Respond promptly to staff requests via telephone, email, MIX messages or in person
- Respond timely to inquiries from staff and/or others with a strong ability to effectively handle difficult situations with appropriate tact, respect and resourcefulness
- Provide accurate information regarding the status of account, client insurance eligibility, balances due

Coordination and Communication

- Build and maintain a strong network of external relationships with vendors
- Build and maintain a strong working relationship with Aspire staff and supervisors, as well as external contacts
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities
- Respond in a calm and effective manner to a variety of demands, projects and personality types

Performance

- Meet or exceed established metrics for individual, department, and organizational goals
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Timely complete all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, etc.)

Professional Development

- Complete and maintain compliance with required trainings and/or education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training

Core Competencies

- **People** - Passionately believes in people and embraces diversity
- **Integrity** - Does the right thing even when no one is looking
- **Laughter** - Believes that laughter is truly the best medicine
- **Learning** - Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** - Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** - Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Helpful** - Serve clients and staff in a friendly, patient and positive manner in acting as a key externally facing representative of the organization
- **Detail-oriented** – Ensures accurate record keeping with meticulous attention to client information and carefully follows billing and reporting protocols
- **Effective communicator** – Uses 2-way communication that demonstrates warmth, clarity, and professional consideration for client and staff beliefs, values and judgments
- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff and consumers in an organized, efficient, and steady manner; takes pride in maintaining accurate systems

Skills, Knowledge and Abilities

Education/Experience

- High school diploma or equivalent required

- One (1) year related experience (insurance billing, mental health/behavioral health setting, and/or medical office setting) highly preferred
- Electronic Medical Record (EMR) experience helpful
- Must demonstrate the ability to work in Google Apps (Gmail, Docs, Sheets, Slides)
- Knowledge of Medicaid, Medicare, etc. highly preferred

Other

- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols
- Flexibility to occasionally work additional hours on special projects with advance notice
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Seek guidance and direction proactively to facilitate the successful completion of all job duties
- Must be able to work independently as well as part of a team
- Must be able to demonstrate the effective use of Aspire's Electronic Health Record (EHR) systems
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, postage meter, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must have good data entry skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines.
- Show appreciation for and ability to respond to cultural differences, and adjusts communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Display a positive work ethic

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

Physical Demands & Working Conditions

The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Heavy exposure/use of computers, cell phones, office phones, etc.
- Ability to work on a computer for extended periods of time
- Ability to communicate effectively by phone, email or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.

- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 50% of the time; occasional standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 30% of the time; some bending, stooping, stretching, reaching less than 15% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs less than 30% of the time
- Work Environment: Noise level is moderate and for the most part ambient room temperatures, lighting, and traditional office equipment as found in a typical office

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature: _____

Date: _____

Printed Name: _____