

Job Description
Collections Clerk
10/01/2010

Job Summary

The Collection Clerk works under direction of the Office Manager and/or the Director. This position provides direction necessary to control accounts receivable delinquency and bad debt losses within company operating objectives while maintaining customer goodwill and ensuring that collection practices are within state and federal collection laws. They must also perform intermediate clerical work involving a variety of office assistance tasks as required.

Duties and Responsibilities

- Receiving, screening and processing of telephone calls; respond to customer inquiries
- Advise customers on available payment alternatives and negotiate payment plans
- Work with collection agencies
- Submit claims for Small Claims Court and any necessary follow up action
- Operates standard office equipment, including computer, photocopier, fax machines and similar equipment
- Responsible for assisting in the accurate and timely preparation and submission of claims to third party carriers and intermediaries
- Organizes and maintains office files and records; retrieves information, files, documents and records
- Responsible for monitoring and reporting any system problems
- Cross train with all other office tasks of Office Manager and Billing Clerk
- Perform other duties as assigned by the Office Manager or Director

Knowledge, Skills and Abilities

- Able to use active listening skills, as well as, excellent verbal and written communication skills to provide mutually beneficial problem resolution
- Maintains strictest confidentiality and adheres to all HIPAA guidelines and regulations
- Able to analyze the collection file and provide feedback to supervisors
- Must have knowledge of medical claims processing
- Must maintain knowledge of collection issues and insurance billing requirements through current reviews of billing manuals, bulletins and any other literature pertaining to billing and collections
- Ability to operate multi-line telephone system
- Must be well organized and detail-oriented
- Knowledge of computer programs and basic office procedures
- Ability to read, understand and follow oral and written instructions
- Ability to establish an effective working relationships with patients, co-workers and the public while maintaining a positive and courteous attitude

Standards and Requirements

- High school diploma is required
- One to two years of college or equivalent work experience preferred
- Capable of operating or learning to operate billing and computer software
- Manual dexterity needed for using a calculator and computer keyboard
- Regular attendance is an essential job function