
Carolina Eye Associates, P.A.

Notice Of Position Opening

Patient Accounts Representative – Accounts Posting

Center: Pinehurst
Status: Full Time
Reports To: Patient Accounts Manager

Job Summary:

Post insurance payments, denials, deductibles and adjustments. Post patient payments.

Job Responsibilities:

1. Post EOBs daily, for vision payers and others as assigned.
2. Post patient payments as needed.
3. Post commercial plans electronically and manually as needed.
4. Run credit card payments from patients and payers.
5. Answer calls from insurance companies who need additional information.
6. Answer calls from patients and other staff members within the company to resolve patient accounts issues.
7. Notify the Credit Resolution Representative of overpayments.
8. Run system reports to identify balance control issues and process accordingly.
9. Perform other duties as requested and assist coworkers as needed.

Education and Experience Requirements:

Require High School Diploma or GED. Prefer applicants to have Associates degree in Business-related field. 1 to 3 years' experience performing insurance and posting office duties. Proficient knowledge of Microsoft Office Applications.

Performance Requirements (Knowledge, Skills, & Abilities):

- Knowledge & understanding of insurance and managed care plans.
- Knowledge & understanding of billing & payment procedures, rules & regulations.
- Knowledge and understanding of covered & non-covered services provided by Carolina Eye.
- Knowledge and understanding of insurance review request process.
- Ability to communicate various insurance carriers' payment & contractual write-off methods.
- Ability to relate with patients in a pleasant, professional, courteous & positive manner.
- Enjoy working with patients.
- Ability & willingness to work as assigned by supervisor.
- Ability to work flexible hours.
- Ability to speak clearly and concisely.
- Ability to sort and file materials correctly by alphabetic or numeric systems.
- Ability to establish and maintain effective working relationships with doctors, patients, co-workers, and public.
- Ability to deliver exceptional customer service.
- Ability to maintain confidential information, abide by HIPAA and Compliance policies and Employee Personnel Manual.
- Ability to read, understand, & follow oral and written instructions.
- Skill in operating a variety of office equipment: computer, telephone, fax, copier.
- Skill in answering telephone in pleasant and helpful manner.
- Ability to travel to other CEA offices if requested.

Typical Physical Requirements:

Work may require sitting for long periods of time; also stooping, bending & stretching for files and supplies, occasionally lifting files or paper weighing up to 30 pounds. Requires manual dexterity sufficient to operate a keyboard, type, operate a calculator, telephone, copier & other office equipment as necessary. Hearing must be in the normal range for telephone contacts. It is necessary to view & type on computer screens & to work in an environment which can be very stressful.

Carolina Eye Associates reserves the right to change or modify job duties & essential functions at any time. Note further that the above list of job duties and essential elements is an attempt to adequately describe this position, but cannot be considered to be an exhaustive list.

Employees are required to: (1) Successfully pass a drug screen, (2) Successfully pass a health screen.