
Carolina Eye Associates, P.A.

Notice Of Position Opening

Billing Assistant - Account Phone Triage

Center: Pinehurst
Status: Full-Time
Reports to: Billing & Insurance Manager

Job Summary:

Answer all patient calls for insurance and billing inquiries.

Job Responsibilities:

1. Answer incoming calls in a pleasant, professional manner for a high call volume practice.
2. Review billing inquiry to determine course of action, collect balance due.
3. Create tasks or transfer calls for insurance billers for follow up.
4. Create task for credit resolutions to process refunds.
5. Research any discrepancies found in posted charges and payments and process accordingly, working with billers and posting department.
6. Perform other duties as requested and assist coworkers when needed.

Education and Experience Requirements:

Require High School Diploma or GED. Prefer applicant to have Associates degree in Business-related field. Minimum requirement of 1 year experience in insurance/billing or related field. Knowledge of Microsoft Office Applications.

Performance Requirements (Knowledge, Skills, & Abilities):

- Knowledge & understanding of insurance and managed care plans.
- Knowledge & understanding of billing and payment procedures, rules & regulations.
- Knowledge & understanding of covered & non-covered services provided by Carolina Eye.
- Ability to communicate various insurance carriers' payment & contractual write-off methods.
- Ability to relate with patients in a pleasant, professional, courteous & positive manner.
- Ability to speak clearly and concisely.
- Ability to maintain confidential information.
- Ability to read, understand, & follow oral and written instructions.
- Proficient in computer operation, using Microsoft Office applications.
- Skill in operating a variety of office equipment: telephone, fax, and copier.
- Skill in answering telephone in pleasant and helpful manner.
- Must be able to comply with CEA compliance, HIPAA, OSHA and employee personnel manuals.

Typical Physical Requirements:

Work may require long periods of sitting, standing, stooping, bending, & stretching for files & supplies. Requires manual dexterity sufficient to operate a keyboard, type, operate a calculator, telephone, copier & other office equipment as necessary. Requires normal range of hearing. Requires ability to speak clearly. It is necessary to view and type on computer screens. Must be able to lift 30 lbs.

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.