
Carolina Eye Associates, P.A.

Notice of Position Opening

Patient Accounts Representative – Medicare Plans

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

Job Summary:

File insurance claims and assist patients or insurance companies with insurance inquiries and process accordingly. Analyze and process required documentation to resolve each encounter which may include claim resubmission, letters, and telephone contact.

Job Responsibilities:

1. Process claims through Payerpath clearinghouse.
2. Obtain/Assist with authorizations when necessary. Ensure authorization is valid for claim.
3. Work claims in Medicare and Managed Medicare portals.
4. Process paper claims - verify data before mailing to insurance company.
5. Attach or upload medical records to assist with adjudication of claims.
6. Attach EOB's to secondary claims.
7. Open incoming daily mail and process as needed.
8. Answer questions from patients and or calls from insurance companies who need additional information.
9. Work EOBS received daily.
10. Notify the Credit Resolution Representative of overpayments.
11. Review Unpaid Claims and process.
12. Rotation of Account telephone Triage.
13. Other Duties as Requested.

Education and Experience Requirements:

Must have High School Diploma or GED (or equivalent training). Prefer applicants to have associate degree in business-related field. Minimum requirement of 1 year experience performing insurance claims processing. Knowledge of Microsoft Office Applications required.

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 relationship with doctors, patients, co-workers, and the 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 work Saturdays if necessary.
- 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 an exhaustive list.

If interested in applying for this position, please submit resume to Charlotte Brown by close of business on 5-9-2025. charlotte.brown@carolinaeye.com