

# Job Summary: Patient Account Representative-I

## Policy

- A. This job summary describes the requirements and responsibilities of the Patient Account Representative-I position at Vital Care, Inc.
- B. The Patient Account Representative-I is supervised by the Director of Revenue Cycle Operations, Director of Financial Services and/or Financial Services leadership.
- C. The Patient Account Representative-I position is a non-exempt position.
- D. This job description must be signed before the end of orientation.
- E. This job description will be used as part of the employee's 120-day evaluation, and will be signed by the employee and leader at that time.
- F. This job description will be used as part of the employee's annual performance evaluation, and will be signed by the employee leader at that time.
- G. This job summary lists key components of the position. However, not all tasks that may be assigned to this position are listed. Additions to the job summary may be made at any time by the Director of Revenue Cycle Operations, Director of Financial Services, and/or a Financial Services leadership based on the needs of the company.
- H. This job title requires the signature of a Non-Disclosure Non-Competition Agreement at the time of hire.
- I. A Patient Account Representative-I shall be responsible for working hours necessary to complete assigned duties within established parameters.

## Job Summary

A Patient Account Representative-I shall be responsible for the timely and accurate completion of tasks assigned to him/her by their Financial Services Coordinator, Manager, and/or Director. A Patient Account Representative-I must be able to consistently perform the job responsibilities and functions on this job summary. A Patient Account Representative-I must comply with all Vital Care, Inc. policies and procedures.

## Qualifications

- Must be at least 18 years old.
- Must possess a minimum high school diploma or equivalent.
- Must be able to work independently and with minimal supervision.
- Must have basic knowledge of computer software applications.
- Knowledge of medical terminology and basic anatomy and physiology desirable.

- Acceptable score on pre-employment screening, if applicable.

## Physical Requirements

Task	Estimate
The employee must be able to:	
Utilize telephone, computer monitor and keyboard for an extensive period of time.	6-8 hrs per day
Walk and lift and/or move up to 50 pounds.	As needed

## Essential Job Functions

- Physical attendance at the work location during normal business hours. Any exception to this must be in writing and approved by the Department Director.
- Ensures compliance with regulatory and compliance standards.
- Adheres to organization policies and procedures.
- Adheres to department standards regarding acceptable attendance, reporting to work on time and completing work accurately and timely.
- Attends all mandatory meetings.

## Job Responsibilities & Functions

- Complete projects as delegated by the Director of Financial Services, Director of Revenue Cycle Operations, and/or a Financial Services leadership within the specified timeframe.
- Obtain and review remittance notices from payers and reviews for accuracy.
- Address claim rejections in a timely manner in accordance with company policies.
- Monitor accounts receivables and conduct collection activities in accordance with company policies.
- Communicate effectively with franchise partners regarding the status of accounts receivable.
- Communicate with other VCI departments regarding payer issues and/or concerns.
- Work well in a team environment to ensure all billing and collections of claims are handled in a timely manner.
- Upload documents into electronic filing system.
- Process referrals timely, accurately and completely; and, initiates prior authorization requests as needed.

- Request and obtain supportive clinical documentation (hospital reports, CPC, labs, medication profiles, etc.) as needed.
- Verify and communicate insurance benefits and financial terms.
- Adhere to third party payer administrative requirements (prior authorization, recertification, etc.) as needed.
- Obtain necessary documentation, including physician orders, statements of medical necessity, delivery records, ABNs, and others.
- Communicate with other VCI departments regarding payer issues and/or concerns.
- Work well in a team environment to ensure all referrals are responded to and assigned for completion.
- Complete documentation of notes in internal software applications as required.
- Communicate effectively with franchise partners regarding the status of the intake process.
- Maintain knowledge of the computer systems required for the billing of home infusion services.
- Participate in department and company performance improvement/quality assurance activities.
- Maintain knowledge of current industry regulations related to the billing of home infusion therapies.
- Perform tasks of other team members as needed to prevent a backlog and ensure a consistent flow of claims transmissions.
- Identify prior authorization end dates and effectively communicate with internal and external parties regarding needed documentation for authorization extensions.
- Responsible for securing authorization extensions from third party payers in accordance with company policies.
- Communicate with other VCI department regarding payer issues and/or concerns.
- Assist Information Technology in implementation of changes to internal applications.
- Work well in a team environment to ensure all prior authorizations are handled in a timely manner.
- Evaluate and process referrals received by franchises within specified timeframes.
- Maintain an organized system to effectively process referrals across the network on a daily basis.
- Foster a positive and cohesive team approach within the group.

- Maintain knowledge of current verification, billing, and collection procedures and standards in the industry.
- Maintain a thorough understanding of software used by the company to process billing in order to provide support to franchises using the software (software support only).
- Use knowledge of regulations, standards, trends, and software to provide current accurate information to team staff, franchise customers, and other company departments.
- Find creative solutions to issues and challenges encountered by the team.
- Maintains a cordial and professional relationship with Vital Care team members and staff franchise customers, payers, and patients.
- Adhere to all Vital Care, Inc. policies and procedures.
- Other duties as assigned by Vital Care, Inc. leadership.

### Orientation Signatures

The signatures below indicate the employee received this job summary during his/her orientation process.

Employee Signature:	Date:
Manager/Director Signature:	Date:

### New Assignment or Revision Signatures

The signatures below indicate the employee received this job summary due to a new assignment or a revision of the job description.

Employee Signature:	Date:
Manager/Director Signature:	Date: