

JOB TITLE: Pre-Certification Patient Account Representative	DEPARTMENT: Patient Financial Services	POSITION OF SUPERVISOR: Patient Financial Services Supervisor
FLSA STATUS: Non-exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE:

**Position Summary:** Follows up on assigned accounts after claim submission. Responsible for accurately and timely collection of claims billed to third-party payers as both primary, secondary, tertiary. Etc. Required to maintain AR at the departmental goal as well as other departmental goals: Cash collections, AR Days, aging of accounts receivable greater than 90 days, etc. Responsible for obtaining authorizations for order services on assigned accounts, timely and accurately, to ensure reimbursement for services. Responsible for providing complete documentation of clinical information to payers in support of healthcare service to be authorized.

**Qualifications:** *At all times, the employee shall possess the following qualifications set forth below.*

<b>Education/Training:</b>	High school diploma or equivalent required. Courses in computer and medical terminology preferred.
<b>Experience:</b>	Two or more years' experience in a healthcare business office/pre-service department preferred. Knowledge of insurance types related to claims follow-up such as governmental, HMO, PPO.
<b>Special Skills, Licenses or Certifications:</b>	Basic computer knowledge. Lifesaver CPR
<b>Language Skills:</b>	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly convey thoughts in speech and written word
<b>Physical/Mental/Special Demands:</b>	<ul style="list-style-type: none"> <li>• Lifting a minimum of 25 pounds.</li> <li>• Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone.</li> <li>• Adequate sight is required to perform essential functions of the job.</li> <li>• Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods.</li> <li>• Ability to initiate CPR 100% of the time.</li> <li>• Must have fine motor skills 100% of the time.</li> <li>• Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time.</li> <li>• Good mental health.</li> <li>• Demonstrate tact and versatility.</li> </ul>

	<ul style="list-style-type: none"> <li>• Must be dependable.</li> <li>• High degree of self-motivation and directional initiative.</li> <li>• Ability to function successfully independently.</li> <li>• Ability to cope and remain calm in escalating situations.</li> <li>• Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.</li> <li>• In addition, the physical demands anticipate standing, bending, walking and long periods of sitting.</li> </ul>
<b>Work Environment:</b>	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, insurance companies, vendors and patients.
<b>Cross-Training of Position:</b>	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: Biller

**Standard Job Requirements: At all times, employee shall satisfy the following requirements:**

1. Adhere to and support PSMC’s Code of Conduct and WISER values.
2. Accomplish annual goals.
3. Works forward on department plans (may change from time to time).
4. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
5. Comply with all PSMC and department procedures, rules and directives.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the public).
7. Be courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicate accurately, clearly, and effectively both orally and in writing.
9. Possess excellent organizational skills and the ability to multi-task.
10. Work independently and perform the job with minimum supervision.
11. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
12. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
13. Respect the importance of compliance and quality programs and support the same.
14. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
15. Participate in employee training, Disaster Preparedness and emergency events.
16. Perform other job duties, as assigned by a supervisor.

**Essential Duties, Functions and Responsibilities: *At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.***

1. Follows up on all primary, secondary, tertiary, etc. claims on a daily basis using the Patient Accounting system.
2. Ability to work and research all assigned claims in an unpaid status.
3. Accountable for productivity to meet departmental and individual goals for AR greater than 90, cash collections and AR days.
4. Responds to insurance companies and patients to resolve concerns in a timely manner.
5. Obtain pre-certification for selected populations: Provide clinical information to third party payers. Document pre-cert number with appropriate authorization code for payers to ensure appropriate reimbursement. Review documentation entered by insurance verification, financial counselors and patient accounts and determine additional follow-up.
6. Maintains ongoing knowledge pertinent to admission notification: Reviews updated information from payers, monitors web portal alerts and maintains files on specific payer requirements.
7. Perform pre-certification functions in accordance with established procedures: Monitor various reports, work queues for pre-certification needed. Perform initial review prior to date of service and concurrent review until pre-certification obtained. Communicates and collaborates with other departments to eliminate pre-certification denials.
8. Authorization referral management: Determines if authorization is required and accurately documents account information.
9. Strong organization skills for handing multiple tasks at once.
10. Can perform all the standard job requirements.
11. Meets the qualification as set forth herein.

**Approved by:**

(Supervisor – Signature)	(Title)	(Date)
	<b>Human Resources Director</b>	
(Human Resources– Signature)	(Title)	(Date)

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read PSMC values (WISER) and understand them.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)