

Community Oral Health Services

Billing and Account Collection Representative

Job Description

Job Title: Billing and Account Collection Representative

Reports To: Executive Director

Summary

Responsible for billing dental claims for all mobile dental clinics. Contacts responsible parties with delinquent accounts and attempts to secure payment by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Submit and tracks all insurance claims to insure timely reimbursement.
- Record all incoming payments to account ledgers.
- Mails monthly statements to responsible party to encourage payment of current and delinquent accounts.
- Confers with responsible party and insurers by telephone in attempt to determine reason for overdue payment.
- Records information about financial status of responsible party and insurers and status of collection efforts on a daily basis.
- Sorts and files correspondence.
- Complies and reports to Financial Services Coordinator regarding write offs; account aging; deposits; and amount of grant revenue expended for patient services.
- Submits past due accounts to private collection agencies.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical

- Collects and researches data.
- Identifies and resolves problems in a timely manner;
- Gathers and analyzes information skillfully;
- Completes projects on time and budget.
- Shares expertise with others.

Oral and Written Communication

- Listens and gets clarification;
- Responds well to questions;
- Participates in meetings.
- Writes clearly and informatively;
- Presents numerical data effectively.

Cost Consciousness

- Works within approved budget;
- Develops and implements cost saving measures;

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Organizational Support

- Follows policies and procedures;
- Benefits organization through outside activities;
- Supports affirmative action and respects diversity.

Quality/Quantity

- Demonstrates accuracy and thoroughness;
- Monitors own work to ensure quality.
- Strives to increase productivity.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school graduation or GED or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to responsible parties, patients, and other employees of the organization.

Mathematical Skills

- Ability to calculate figures and amounts such as discounts, interest and percentages.

Computer Skills

- To perform this job successfully, an individual should have knowledge of Accounting software; Database software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Current California Driver's license and clean driving record. Must be bondable.