



## Elbowoods Memorial Health Center

1058 College Drive  
New Town, ND 58763-4400  
(701) 627-4750  
Fax Number: (701) 627-2809

EXEMPT   
NON-EXEMPT

### POSITION DESCRIPTION

**POSITION:** Patient Accounts Receivable Specialist  
**RESPONSIBLE TO:** Business Office Manager  
**SALARY:** DOQ/DOE  
**CLASSIFICATION:** Non-Management, Regular, Full-time  
**LOCATION:** Elbowoods Memorial Health Center  
1058 College Drive  
New Town, ND 58763-0400

**POSITION SUMMARY:** Performs work consisting of the reconciliation of all payments received from 3<sup>rd</sup> party revenue. Maintains the automated accounts receivable ledger associated with 3<sup>rd</sup> party payer's claims and the associated records and documentation. Prepares monthly, quarterly and annual reconciliation and recapitulation of 3<sup>rd</sup> party billing to assure that collections, billed data and the computerized and manual reports are in balance.

- 1) Position services primarily as staff of the Business Office at the Elbowoods Memorial Health Center.

**Job Summary (position includes, but is not limited to the following):**

- i. Maintains all correspondence and documentation of 3<sup>rd</sup> party payments. Including copying, uploading and logging of hard copy checks to EMHC.
- ii. Maintain an accounts receivable ledger for all deposits i.e.; Medicare, Medicaid and Private Insurances.
- iii. Works closely in conjunction with outside billing company regarding checks and correspondence.
- iv. Performs on a timely basis follow-up with 3<sup>rd</sup> Party Payers via telephone and correspondence according to organization policy and procedures.
- v. Review Explanations of Benefits (EOBs) from various insurance plans against charges and determine whether payment/allowance is correct.
- vi. Review and resolve posting errors on patient accounts
- vii. Monthly review of Patient Accounts, Payor Payments, and Contractual allowance write-offs
- viii. Create, maintain and/or manipulate excel spreadsheets
- ix. Generate monthly accounting reports for department managers
- x. General filing, faxing, scanning, copying and mailing
- xi. May also be responsible for contacting insurance carriers, patients and other facilities as needed to get maximum payment on accounts and identify issues or changes to achieve client profitability.

- xii. Knowledge and understanding to strict policies and guidelines as set by each insurance provider such as independent providers, Medicaid and Medicare.
  - xiii. Identify and communicate reimbursement issues to assure credits and write-offs are properly applied and documented.
  - xiv. Monitor and ensure payments are being made in accordance with the terms of the contract.
  - xv. Verify that rates billed are in accordance with contractual terms.
  - xvi. Ensure that A/R payments are current and all delinquent accounts are being followed up on in a timely fashion.
  - xvii. Correct system issues pertaining to billing, patients and or caregivers as directed by Management.
  - xviii. Correct any billing issues making any necessary adjustments, while communicating these changes to the contract and filing appeals when necessary.
  - xix. Performs daily electronic download/uploads of ERA/EFT payments processing.
  - xx. Demonstrates respect and understanding of confidentiality for patients, staff and others according to EMHC policy and HIPPA regulations.
  - xxi. Responsible for self-education and attend all continuing education opportunities made available.
  - xxii. Ability to cross-train to other departments within the Business Office Department.
  - xxiii. Perform other duties as assigned.
- 2) Represents EMHC in a highly professional manner.
  - 3) Establishes positive communication with all departments of EMHC to assure stable operations.
  - 4) Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation.
  - 5) Maintain required documentation and reporting as assigned.
  - 6) Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary.
  - 7) Actively strives to educate the community on the mission, vision, and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs.
  - 8) Adheres to the Mission, Vision, and Values of the Elbowoods Memorial Health Centers.

### **QUALIFICATIONS, EXPERIENCE, EDUCATION**

- High School diploma, **REQUIRED.** *Must submit copy of degree or transcripts with application.*
- Computer knowledge and proficiency, **REQUIRED.**
  - Knowledge of Microsoft Office (Word, Excel and Outlook).
- Prior customer service and data entry/clerical experience. **PREFERRED**
- Must be responsible, dependable, and able to maintain confidentiality of information.
- Attention to detail and accuracy is a must
- Strong written and oral communication skills
- Critical and analytical thinking skills
- Excellent organizational skills
- Ability to learn and utilize different software platforms
- Strong time management skills

- Self-motivated and proactive
- Multi-task
- Work independently
- Will be able to work as a Team member within the Organization
- Must submit and clear Criminal Records Background Check.
- Must submit to an Alcohol/Drug Screen and random testing as per policy.
- Indian Preference will apply. *Must submit documentation with application to qualify for Indian Preference.*
- Veterans Preference will apply. *Must submit documentation with application to qualify for Indian Preference.*

### **PHYSICAL DEMANDS/WORK CONDITIONS**

The work requires regular and recurrent standing to perform tasks, walking between the different sections of the facility, and reaching and bending to obtain supplies and operate systems.

#### **WORKING CONDITIONS:**

- Work is performed in an office environment with varying conditions of noise level, temperature, and illumination.
- Requires prolonged sitting.
- Occasionally lifts up to 40 pounds of material.
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Travel required.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.

### **ACKNOWLEDGEMENT**

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completing of any requirement of the job by the employee, is intended to create a contract of employment of any type.

IT IS RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR THREE AFFILIATED TRIBES HEALTH CARE CENTER POSITIONS.