

# Winslow Indian Health Care Center

## Job Vacancy Announcement #WDH-22-12

Closing Date: Open until filled

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**POSITION TITLE: Collections Technician**

**DEPARTMENT: Revenue Cycle**

### **Position Summary:**

Under general supervision of the Medical Billing Supervisor with in-direct supervision by the Revenue Cycle Manager, the Collections Technician is responsible for accounts receivable support through the follow-up process of all outstanding patient accounts. This position is accountable for pursuing all avenues of payment, which could result in the maximum reimbursement to WIHCC. Uphold the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential Duties & Responsibilities:**

- Maintains regular attendance and punctuality.
- Reviews patient accounts to determine status; makes adjustments that require analysis, prepares and processes a variety of documents necessary for all outstanding accounts.
- Reviews remittance advice, explanation of benefits for denials and re-bill as needed.
- Verifies claims posted through RPMS.
- Reviews delinquent accounts following up with responsible parties via telephone and correspondence.
- Makes collection calls for all other resources following timely review of A/R aging.
- Tracks/Reports productivity weekly for reporting measures.
- Responsible for assigning proper codes, ICD-10, CPT, and HCPCS coding for reimbursement.
- Attends meetings related to Billing and Coding.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCC's Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy, and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

### **Minimum Qualifications:**

High School or GED required. One year of Medical Billing and/or Collections experience. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

### **Knowledge, Skills, Ability:**

- Knowledge of applicable federal and state regulations.
- Knowledge of ICD-10 and CPT coding, which includes the ability to interpret and resolve problems.
- Knowledge of RPMS programs such as Third Party, Accounts Receivable, and Patient Registration
- Knowledge of Medicaid, Medicare, Private Insurance and other Third Party Payers
- Knowledge of strong work ethics in the workplace.
- Knowledge of the primary application of confidentiality.
- Knowledge of necessary computer skills, e.g., Outlook, Word, Excel, PowerPoint.
- Ability to comply with the Privacy Act of 1976 and the Health Insurance Portability Accountability Act of 1996.

- Ability to work under pressure of dealing with multiple tasks, reports, and constant deadlines, while maintaining an attention to detail and accuracy.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess excellent interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

**Physical Demands:**

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms, and talk or hear. The employee frequently is required to stand; climb or balance, and stoop, kneel, crouch, or crawl. The employee must occasionally lift or move up to 25 pounds.

**Work Environment:**

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**