



Pershing General Hospital and Nursing Home
Role Summary

TITLE Patient Account Representative - Financial Counselor

EMPLOYEE FLSA STATUS Non-Exempt

DEPARTMENT Business Office

EFFECTIVE DATE 5/1/11

REPORTS TO Revenue Cycle Manager

DIRECTOR SIGNATURE

DATE

HUMAN RESOURCE SIGNATURE

DATE

PHILOSOPHY STATEMENT

Pershing General Hospital and Nursing Home is the leader in quality health and wellness services for the people of Pershing County and the surrounding communities. We serve our patients and communities with clinical excellence, convenience, and individual attention.

We seek team members who are caring, competent, adaptive, and who strive for continuous learning and to become multi-skilled. We look for people who will join our team to provide outstanding customer service to every one every day. We need people who want to actively contribute toward our vision and goal to provide excellent, quality health care.

ROLE OVERVIEW

The Financial Counselor evaluates the financial situations of medical facility patients. Arranging a method of payment for services rendered, the counselor works within the financial limitations the patient may have.

MINIMUM QUALIFICATIONS

- Education/Experience:
High School diploma or equivalent required
Customer service/collection experience preferred.
Two years experience in accounts receivable, collections, health insurance and/or hospital preferred.
- Technical Skills:
Manual dexterity and physical agility to operate all equipment.
Must have proficient computer skills including Microsoft Office Suite, navigate and utilize internet-based programs, as well as the ability to quickly learn Pershing General Hospital's software system.
Ability to operate a keyboard. Perform basic mathematical skills to process financial information.
Must have good written and verbal communication skills.
Ability to interact with the public and focus on resolution of financial arrangements
Ability to maintain professionalism and tact with emotional and angry customers.
Ability to remain calm and express understanding in stressful situations involving customers.
Ability to represent the hospital in small claims court with respect to collections and estate settlements.
Ability to perform employment verifications for applicants.
Must be able to travel out of town for training when required.
Must be trustworthy as this position counts change and maintains a cash drawer with daily reconciliation.
Must maintain an organized workstation and paperwork for efficiency of work.
Must be detail oriented in daily work and reporting.

- Other qualifications/certificate/license: None
- Behavioral Competencies:
Support Pershing General Hospital and Nursing Home's vision and mission.
Maintain confidentiality of all work information.
Demonstrate an ability to function successfully in a team environment.
Exhibit courteous, compassionate and respectful treatment of internal and external customers.
Display a positive attitude and flexibility in changing situations.
Participate in identifying improvement opportunities and methods.
Compliance with PGH standards of conduct and ethics.
- Supervisory Responsibilities: None
- Other: All positions at Pershing General Hospital and Nursing Home are safety sensitive positions due to the contact with patients and the nature of the healthcare business.

ESSENTIAL FUNCTIONS/ACCOUNTABILITIES

1. Exhibits behaviors that are consistent with the Mission, Philosophy, and Values of Pershing General Hospital and Nursing Home as well as the culture and objectives of Pershing General Hospital and Nursing Home. All employees are expected to work as needed in providing health and wellness services in the community within Pershing General Hospital and Nursing Home.
2. Coordinate payment arrangements with private pay patients at or before time of service. After a thorough evaluation, creates a payment plan tailored to the needs of the patient. This may include a pre-procedure deposit as well as a monthly payment agreement.
3. Maintains full responsibility for execution of collection process on current and past due accounts.
4. Identifies those in need of financial assistance and work with guarantors regarding financial assistance applications. Reviews and records all financial assistance applications in a timely manner and submits appropriate balances for financial assistance adjustments. After determining the income, debts and insurance coverage of a patient, communicates the facility's policies and procedures with regards to payment.
5. Documents all phone conversations, payment arrangements and collection on patient accounts, and activities following state and federal regulations maintaining compliance with Pershing General hospital policies and procedures.
6. Handles all bankruptcy notices, including the completion and filing of federal bankruptcy court as needed.
7. Audits all accounts prior to placement to outsourcing company and collection agencies. Serves as the liaison for outsourcing company and collection agencies by handling account questions and reconciliation of account balances.
8. Demonstrate a professional image in dealing with the public, patients, families, and vendors. Share responsibility through timely communication of identified problems to assure proper follow up is completed to expedite resolution of patient accounts.
9. Assist patients with Medicaid applications.
10. Maintain working knowledge of the Business Office policies and procedures for accurate handling of patient accounts.
11. Other responsibilities and duties as assigned on occasion, based upon PGH need or requirements.

WORKING ENVIRONMENT

Wears identification while on duty. Adheres to dress code, appearance is neat and clean. Completes annual education requirements. Maintains regulatory requirements, including all state and federal regulations. Maintains and ensures patient confidentiality at all times. Reports to work on time and as scheduled. Attends annual review. Works at maintaining a good rapport and a cooperative working relationship with physicians, departments and staff. Represents the organization in a positive and professional manner. Ensures compliance with policies and procedures regarding department operations, fire, safety, and infection control. Complies with all organizational policies regarding ethical business practices.

- **MATERIAL AND EQUIPMENT USED:** Computer System, ten key calculator, internet, claim forms.
- **HAZARDOUS EXPOSURE CATEGORY:** See Addendum Page
- **AGE SPECIFIC REQUIREMENTS:** Demonstrate the ability to work with patients in the age group specific to the environment of care as necessary. Depending upon the environment of care, the following age groups are considered:

<input type="checkbox"/> Premature infant (24-37 weeks gestation)	<input type="checkbox"/> school age(6 to 12 years old)
<input type="checkbox"/> Infant (28 days to 1 year)	<input checked="" type="checkbox"/> adolescent (12-18 years old)
<input type="checkbox"/> Toddler (1 to 3 years old)	<input checked="" type="checkbox"/> adult stages (30-60 year old)
<input type="checkbox"/> Preschooler (3 to 6 years old)	<input checked="" type="checkbox"/> older adult (65 years and older)

PHYSICAL REQUIREMENTS

- **LIFTING REQUIREMENTS** See Addendum Page
- **PHYSICAL REQUIREMENT & FREQUENCY** See Addendum Page

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals are encouraged to discuss potential accommodations with the employer.

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, coordination, and vision to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some reaching, bending, squatting, and stooping to access files and records is necessary. The manual dexterity and cognitive ability to operate a personal computer using word processing and databases. The ability to communicate via telephone. Medium lifting (20 - 50 pounds) is occasionally required.

I have read the role summary and its attachments and understand the responsibilities.

Employee Signature

Date

Physical Requirement

Hazardous Exposure Category: Place an "X" in the appropriate category:

- I. _____ Inherent potential for contact with blood, body fluids or tissues. *Appropriate protective measures are required for every employee engaged in Category I tasks.*
- II. X No exposure to blood, body fluids, or tissues, but potential for exposure in usual work. *Employees performing Category II tasks don't need to wear protective equipment, but they should be prepared to put on protective equipment on short notice.*
- III. _____ No exposure to blood, body fluids, or tissues in typical work situations.

Lifting Requirements: Place an "X" in the appropriate category:

_____ **Sedentary work** - Exerting up to 10 pounds of force occasionally and / or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Roles are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

_____ **Light work** - Exerting up to 20 pounds of force occasionally, and/or 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements exceed those for sedentary work.

 X **Medium work** - Exerting 20 to 50 pounds of force occasionally, and/or 10-25 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Physical demand requirements exceed those for light work.

_____ **Heavy work** - Exerting 50 to 100 pounds of force occasionally, and/or 25-50 pounds of force constantly to move objects. Physical demand requirements exceed those for medium work.

_____ **Very heavy work** - Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. Physical demand requirements exceed those for heavy work.

Physical Requirements & Frequency Place an "X" in each box that is appropriate to the role:

Never= 0% Occasionally= 1-33% ,1 to 3 hrs/day Frequently = 34-66%,3-5 hours/day Constantly = 67-100%,6-8 hrs/day

To be moved: include weight of object and distance carried.		Description of movement: lift, lower, push, pull, carry, reach above.				N	O	F	C
Patients:						x			
Supplies: Folders & Bills		lift and carry					x		
Equipment						x			
Physical	N	O	F	C	Physical	N	O	F	C
Standing		x			Fingering				X
Walking		x			Handling		x		
Sitting			x		Feeling				X
Stooping			x		Visual acuity: near				X
Kneeling		x			Visual acuity: far		x		
Squatting		x			Depth perception		x		
Climbing		x			Color discrimination			x	
Balancing	x				Peripheral vision		x		
Other		x			Talking			x	
Reaching - above shoulder		x			Hearing				X
Reaching - at/below shoulder		x			Running	x			
Grasping					Other				
Physical Surroundings	N	O	F	C	Environmental Conditions	N	O	F	C
Cold (50 degrees F or less)		x			Chemicals		x		

Heat (90 degrees F or more)		x			Gases, fumes	x			
Dampness		x			Dust		x		
Inside work			x		Radiation	x			
Outside work		x			Other				
Walking Surface		x			Vibration	x			
Heights		x			Noise	x			