

OFFICE COORDINATOR/BILLING SPECIALIST

(THIS FULL-TIME POSITION WILL SPLIT TIME BETWEEN ROLES AS A FRONT OFFICE COORDINATOR AND IN THE BILLING OFFICE AS A BILLING/COLLECTIONS SPECIALIST.)

OFFICE COORDINATOR - The qualified applicant will possess proven insurance verification and precertification experience, patient scheduling, collecting co-pays and a high level of customer service.

ESSENTIAL FUNCTIONS:

- Answer the phones. Schedule new and return patients.
- Obtain necessary approval/pre-certification according to insurance guidelines including Medicare certifications.
- Verify patient insurance and ensure proper documentation is completed.
- Enter patient information into electronic billing system.
- Calculate patient balances to ensure payment is received at the time of service.
- Enter patient charges/patient payments daily into billing system and balance.
- Fax plan of care, status reports and D/C summaries to referring physicians.
- Scan patient checks bi-weekly.
- Run POC (plan of care certification) report.
- Maintain up to date referral log.
- Run weekly inactivity reports and assist therapist with follow ups.
- Run weekly Medicare cap report and communicate results with therapist.
- Submit weekly reporting to central business office in a timely fashion.
- Order office and clinic supplies as needed.
- Notify therapist if a patient is delinquent in their payments beyond two visits.
- Competent in using both the billing and scheduling software.
- Comply with all company policies and procedures as well as State and Federal regulations.

Billing/Specialist - Ensure quality billing of physical therapy claims. Ensure compliance with federal guidelines with respect to billing.

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