UNIVERSITY OF SOUTHERN CALIFORNIA

Account Representative

Job Code: 189115

Grade: HD
OT Eligible: Yes
Comp Approval: 5/11/1994

JOB SUMMARY:
Performs coding, billing and accounts receivables duties, including data entry of charges, payments and adjustments; follows up on accounts receivables and performs medical practice analysis.

JOB ACCOUNTABILITIES:
*E/M/NA % TIME

______ Collects and audits patient charge slips and reports. Obtains missing information, such as charge slips, patient demographics and insurance information.

______ Assigns CPT-4 and ICD-9CM codes to medical services and diagnoses. Enters charge data into billing system. Mails insurance claims and patient statements. Prepares attachments, such as Explanation of Benefits copies, for secondary billing.

______ Processes all forms of payments, including cash, checks and credit cards. Enters payment data into billing system and adjusts financial class to process balance of invoice. Processes refunds for patients and/or third party payors.

______ Follows up on accounts receivables with patients and third party payors, re-bills claims, initiates account correspondence or phone calls to patients and/or third party payors. Responds to incoming correspondence or phone calls. Arranges patient payment plans.

______ Maintains files on all documentation such as charge slips, Explanations of Benefits, and client or patient information. Prepares and distributes reports.

______ Performs medical practice analysis for assigned physician clients.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY REPSONSE/RECOVERY:
Essential: No
Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:
Minimum Education:
High School or equivalent

Minimum Experience:
2 Years

Minimum Field of Expertise:
Medical services billing, exp. with Medicare, Medi-Cal & private insurance. Working knowledge of CPT-4 & ICD-9CM coding, computerized billing systems such as IDX, laws governing collections efforts.

Preferred Experience:
3 Years

Skills: Administrative:
Assemble and organize numerical data
Balance figures
Communicate with others to gather information
Draft routine correspondence
Gather data
Input data
Maintain filing systems
Research information
Understand and apply policies and procedures
Use computerized spreadsheets

Skills: Other:
Analysis
Knowledge of applicable laws/policies/principles/etc.
Organization
Problem identification and resolution

Skills: Machine:
Calculator
Computer Network (Department or School)
Computer Peripheral Equipment
Fax
Personal Computer
Photocopier

SIGNATURES:
Employee: ___________________________ Date: ___________________________
Supervisor: __________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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