UNIVERSITY OF SOUTHERN CALIFORNIA

Collector

Job Code: 189123

Grade: HD
OT Eligible: Yes
Comp Approval: 6/7/1994

JOB SUMMARY:
Contacts patients and/or third party payors to secure payments or arrange alternative settlement plans for past due bills. Identifies problem delinquencies and makes recommendations. Prepares and maintains collection records and reports.

JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
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Reviews past due bills and back up documentation to determine the nature and extent of delinquency problems and any actions taken by patients or third-party payors. Communicates with billing office staff to obtain additional information as needed.

M       |        |

Contacts third-party payors and/or patients to facilitate timely payment of past due charges; arranges alternative settlement plans as needed. Responds to third-party payor or patient inquiries in a timely manner.

M       |        |

Identifies problem delinquencies and recommends appropriate course of action, such as referral to outside collection agency, legal action or write off.

M       |        |

Prepares, analyzes and maintains records and reports documenting the status and amount of past due accounts and the timing and nature of their disposition.

M       |        |

Attends seminars and professional association meetings; reads pertinent literature to maintain current knowledge of collection policies and procedures and related legislation.

M       |        |

Responds to incoming correspondence or phone calls.

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 RESPONSE/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 collections and computerized billing systems such as IDX. Working knowledge of laws governing collections efforts, insurance and medical terminology, and reimbursement procedures.

Preferred Education:

Associate's Degree

Preferred Experience:

3 Years

Skills: Administrative:

Assemble and organize numerical data
Balance figures
Communicate with others to gather information
Draft routine correspondence
Maintain filing systems
Prioritize different projects
Research information
Understand and apply policies and procedures
Use computerized spreadsheets

Skills: Other:

Assessment/evaluation
Communication -- written and oral skills
Knowledge of applicable laws/policies/principles/etc.
Organization
Problem identification and resolution

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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