

On-Site Administrator

Wake Forest- ED

Created/Modified: November 5, 2019

Reports to: Supervising Attorney

Classification: Non-Exempt

Location: Winston-Salem, NC

Position Description:

The role of an On-Site Administrator is to interview patients for insurance in the Emergency Department. Additionally, you will manage patient accounts by communicating with hospital staff, insurance companies, attorneys and the patient. This position requires a great amount of organizational skills along with the ability to multi-task, as the On-Site Administrator is continuously receiving and processing information. This position will be the point person between RevClaims, the patient, and the provider. The Administrator must understand and promote the relationship between our company and the provider by managing relationships with employees at every level of the provider's organization. The On-Site Administrator will work in the Emergency Department at the health care facility.

Essential Functions:

- Meet with patients in the emergency department to gather necessary and relevant information needed for claims.
- Input patient and liable third party information into RevClaims and provider systems; basic to cross-informational data entry.
- Receive and process insurance information and forms from patients, insurance companies, and attorneys.
- Process additional information and request from patients, insurance companies, and attorneys on the billing of patient treatment.
- Review and manage patient accounts to ensure that proper documentation, payments, and necessary letters of authorization are entered correctly.
- Manage patient accounts through the company's database and coordinate with the home office in regards to medical information and billing to third parties.
- Responsible for maintaining and adhering to compliance policies and procedures.
- Technology based testing participation when required.
- Regular and timely attendance.
- Other duties as assigned.

Qualifications:

Required Education

Associate's Degree in a Healthcare related field or Bachelor's Degree preferred

Experience in lieu of education: if a candidate does not have the educational requirement, three years of insurance, medical billing, and/or legal work can be substitute for the education requirement. It will be left to the candidate to explain in a cover letter how previous work experience is applicable to this position.

Experience

Experience in insurance, medical billing, and/or legal work preferred.

Skills Required

- Basic keyboard skills and computer knowledge
- Excellent communication skills
- Professional demeanor and attitude and ability to empathize with patients
- Ability to handle sensitive situations
- Medical terminology helpful.
- Excellent organizational skills
- Attention to detail
- Ability to read and interpret basic business correspondence, safety instructions, operating instructions, and policy manuals.
- Ability to write routine business correspondence.
- Ability to speak effectively and communicate with physicians, patients, and other staff members.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit, must have finger dexterity, and the ability to communicate via telephone and computer. The employee must occasionally stand, walk, lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus. Due to the high level of patient interaction, this position requires the individual to physically adapt to the needs of others for communication and interaction- including crouching, bending, walking, standing, etc. while gaining patient information

WORK ENVIRONMENT

This job is performed indoors in a controlled environment where the noise level is usually moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: _____ Date: _____

Witness: _____ Date: _____