

JOB TITLE: Refund Processor
DEPARTMENT: Healthcare Financial Services
REPORTS TO: Controller
SUPERVISES: No Direct Reports
STATUS: Non-Exempt
DATE: October 2007

Job Summary:

A person in this position receives requests and reviews credits in order to issue refunds or enter adjustments as needed to maintain accurate and current patient accounts. This involves researching credits on patients' accounts in the CPU billing system, analyzing account entries to determine if refunds or adjustments are valid and determining what payors require refunds. In relation to refund activities will secure and mail all relevant documentation with refund checks to the appropriate payors and as needed providing appropriate communication service to all involved parties. Refund process responsibilities are not continuous therefore; this person assists with other HFS administrative/accounting support duties on a day to day basis.

Primary Duties and Responsibilities:

- Compiles and organizes adjustment and refund requests with supporting documentation
- Researches to determine validity of request and enters data into appropriate spreadsheets/lists for each account
- Will contact patients, insurance companies, and other payers, if needed, to investigate overpayments and answers patients and other payers' phone and letter requests for refunds
- Researches credit balance accounts
- Computes and document refunds to be prepared
- Posts verified credits/adjustments by batch into the CPU system
- Mails refund checks and supporting documentation to patients and third party payers
- Participate in department meetings.
- Provides administrative/accounting support functions for HFS department
- Other duties as assigned.

Essential Job Functions:

- All activities related to compiling, evaluating and posting of credits/refunds

Knowledge, Skills and Experience required:

- Graduation from a senior high school or equivalent
- Minimum of one year payment posting experience strongly desired
- Minimum of two years experience with healthcare billing/insurance industry strongly desired
- Basic knowledge of accounting and general math skills required
- Basic knowledge of healthcare insurance terminology related to claims payments helpful
- Ability to identify and investigate/resolve discrepancies in non-routine situation
- Strong attention to detail

Certificates, Licenses, Registrations:

- None required

Internal and External Relationships:

- Interfaces daily with supervisor, employees from billing and other departments, patients, insurance companies, and other payers.

Equipment and software used:

- Equipment: Computer, 10 key calculator, Phone, Copier, Fax
- Software includes: CPU, laserfiche, EXCEL, WORD,

Desirable Work Results and Performance Measures:

- Abides by Company policies and procedures.
- Regular/punctual attendance
- Confidentiality in handling all aspects of work including compliance with HIPPA regulations
- Consistent professional demeanor displayed to all internal and external contacts
- Sufficient knowledge/understanding of insurance payment rules/regulations and procedures from various carriers/governmental regulatory agencies
- Thoroughly researches and verifies all refund or adjustment requests before posting
- Completes all refund/adjustment procedures in a timely and accurate manner

Authority, Working Conditions and Physical Effort:

- Office environment with little to no exposure to unpleasant or harsh conditions
- Primarily sedentary work with little physical activity beyond phone and computer use. May involve some walking, standing and bending/carrying
- Volume of work can be high on certain days of week
- Follows prescribed procedures and seeks guidance for refund issues that might be difficult to interpret
- The work requires close visual acuity including viewing a computer terminal and extensive reading and reviewing of paperwork that includes numbers and totals

I have thoroughly read, understand, and can perform the essential functions of the above referenced job.

I further understand that nothing in this position description in any way creates an expressed or implied contract of employment between me and Radiology Associates. This description is intended to foster my working relationship by allowing me to understand what is expected of a person performing this role. I understand that my job responsibilities and performance expectations will be discussed with me and evaluated at scheduled times.

Employee

Dated

Employee Name

Employee signature