

UW HEALTH JOB DESCRIPTION

OUTREACH & CHARGE CORRECTION REPRESENTATIVE

Job Code: 440045	FLSA Status: Non-Exempt	Mgt. Approval: A. Armstrong	Date: 11.2018
Department: PBS-General, 361825000		HR Approval: A. King	Date: 11.2018

JOB SUMMARY

Under the general supervision of the Charge Capture Supervisor, the Outreach & Charge Correction Representative is responsible for accurate and timely entry of charge corrections to ensure proper billing of services and for facilitating charge correction projects. Prompt resolution of charge correction projects involves communication between all parties involved, establishing timelines, delegating correction responsibilities and ensuring proper documentation of actions taken.

In addition, the Outreach & Charge Correction Representative is responsible for coordinating specified phase one Regional Services specialty clinics process and to ensure scheduling and charge capture within Health Link for UW Health providers practicing at these regional specialty clinics (outreach). Responsibilities include, but are not limited to scheduling appointments in Cadence, notifying Registration of new patients and patients needing their registration updated, notify regional specialty sites when an AOB, ANPP, FRF or copy of insurance card needs to be collected, initiating and maintaining open communication with the Regional Services specialty clinics at which outreach is practiced and acting as the liaison between Regional Services Coordinators, PBS, UW Health Providers and Coding Departments.

This position represents UW Health and the Revenue Cycle team by adhering and upholding the UW Health Mission, Vision, and Values, and UW Health Service Performance Standards in providing the highest quality service. They will support their co-workers, engage in positive interactions, and provide helpful assistance in anticipating and responding to the needs of our customers.

MAJOR RESPONSIBILITIES

Core Responsibilities:

Charge Correction

- Receive all incoming charge corrections and maintain them in receipt date order.
- Enter corrections in Epic system using the charge correction information provided by the requester, team leader or supervisor.
- Enter charges, delete charges, move charges within Epic system to ensure proper billing of services.
- Repost payments to ensure accurate account balances; document charge corrections, phone calls in Epic system to maintain daily records and to keep-up-to-date with changing insurance guidelines
- Facilitate charge correction projects upon request including communication between all parties involved, establishing timelines, delegating correction responsibilities and ensuring proper documentation of actions taken.
- Perform other duties as assigned.

Outreach

- Obtain schedule from Regional Services specialty clinics (phase one outreach) and schedule patient appointments in Cadence; notify Registration of new patients and patients needing their registration updated.
- Notify sites when an AOB, ANPP, FRF or insurance card needs to be collected.
- Print and fax or send electronically the encounter forms to outreach sites so they are available for the provider to use at the day of clinic.
- Update appointment status in Cadence, cancel appointments for patients not seen, update appointments to no show or schedule any appointments that are added on after provider conducts clinic. Validate all encounter forms received against schedule to assure all were received.
- Prep encounter forms for charge entry for any missing information, as needed. Batch charges, following the uniform batching guidelines and send batches to Charge Entry.
- Establish and maintain a contact person(s) at each phase one regional services specialty clinics.
- Act as the liaison between UWMF PBS, regional services specialty clinics, UW Health providers, Coding Coordinators and Regional Services Coordinators.

Customer Service Standards:

- Support co-workers and engage in positive interactions.
- Communicates professionally and timely with internal and external customers.

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- Provide a warm welcome by smiling and making eye contact when greeting customers and co-workers.
- Provides helpful assistance in anticipating and responding to the needs of our customers.
- Collaborates with customers in planning and decision making to result in optimal solutions.
- Remain calm under pressure and effectively handle difficult and/or stressful situations.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Associate's Degree in Business, Finance, Health Information Management, or related field
Work Experience	Minimum	One (1) year of experience in an insurance, finance, medical office or customer service related field
	Preferred	<ul style="list-style-type: none"> • Revenue Cycle (healthcare business, financial or insurance) experience. • Knowledge of Epic system. • Knowledge of medical and insurance terminology, CPT, ICD coding structures.
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to make good judgments in demanding situations. • Ability to react to frequent changes in duties and volume of work. • Effective communication skills. • Ability to listen empathetically. • Ability to logically and accurately organize details. • Ability to manage multiple tasks with ease and efficiency. • Self-starter with a willingness to try new ideas. • Ability to work independently and be result oriented. • Positive, can-do attitude coupled with a sense of urgency. • Effective interpersonal skills, including the ability to promote teamwork. • Strong problem-solving skills. • Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders. • Ability to use various computer applications including EPIC. • Excellent PC operating skills (keyboard, mouse) and use of MS Office. • Broad knowledge of health care business office practices and principles. • Basic math skills and knowledge of general accounting principles. • Knowledge of Business Office policies and procedures. • Maintains confidentiality of sensitive information. • Ability to prioritize, meet deadlines and work under pressure.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

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Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.