

UW HEALTH JOB DESCRIPTION

PATIENT ACCOUNTS REPRESENTATIVE

Job Code: 440053	FLSA Status: Non-Exempt	Mgt. Approval: D. Thill	Date: September 2023
Department: Rev Cycle – Patient Accounts	HR Approval: B. Haak	Date: September 2023	

JOB SUMMARY

The Patient Accounts Representative is responsible for resolving accounts while maintaining strong relations with patients, guarantors, clinical departments, and revenue cycle team members. The representative utilizes medical billing knowledge to effectively answer all billing related questions. The representative must consistently demonstrate the use of critical thinking skills, skilled communication and troubleshooting techniques as well as have excellent customer service skills. This position will have the ability to anticipate and respond to a wide variety of issues/concerns, and the ability to execute tasks efficiently and effectively across multiple billing entities.

The incumbent will negotiate full payment or payment arrangements from guarantor/payors while ensuring a positive patient experience and meeting UW Health's self-pay collection goals. It is expected that the representative will be able to handle disputes, research accounts to determine appropriate responsibility for account balances, assuring accuracy of billing information, making corrections as necessary, assessing the patient's ability to pay, establishing payment arrangements, and counsel patients on UW Health's financial assistance program, government programs, and Estimates. They will promote a positive patient and family experience, exhibit empathy, engage in compassionate collections, and demonstrate exceptional communication skills when interacting with patients from diverse backgrounds and dealing with stressful situations.

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:

- Handle all communication with patients (in person, telephone, MyChart message, e-Mail, and voicemail), in a prompt and courteous manner
- Clearly explain charges, payments, account balance, and account status to patients to ensure first call resolution
- Communicate with Revenue Cycle teams, insurance companies, clinical staff/leadership, and others to resolve problem accounts
- Utilize outbound dialer, to make collections calls to patients on older outstanding balances. Negotiate full payment from patients and as appropriate assists patients in setting up a payment plan
- Provide education to patients on UW Health's financial assistance policy and application process, if needed. Direct patients to the appropriate resources as necessary (e.g. Financial Counseling, Patient Relations)
- Receive, document, and respond to all patient correspondence in a prompt and courteous manner; accurately document all actions take to reconcile outstanding balances
- Verify patient coverage information and update registration as required
- As needed, assist patient in coordinating appeal processes with their insurance company
- Review self-pay undistributed and credit balance accounts and provide refunds to patients as necessary

Customer Service Standards:

- Support co-workers and engage in positive interactions.
- Communicate professionally and timely with internal and external customers
- Demonstrate friendliness by smiling and making eye contact when greeting all customers.
- Provide helpful assistance in anticipating and responding to the needs of our customers.
- Collaborate with customers in planning and decision making to result in optimal solutions.
- Ability to stay calm under pressure and deal effectively with difficult people

**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 Degree in Business, Finance, Health Information Management or

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		related field
Work Experience	Minimum	
	Preferred	<ul style="list-style-type: none"> • Experience with customer service, insurance, finance, or medical office • UW Health Revenue Cycle experience • Epic Experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent customer service, interpersonal and organizational skills • Ability to use good judgments in highly emotional and demanding situations • Ability to react to frequent changes in duties and volume of work • Excellent oral and written 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 with minimal supervision and be result oriented • Effective interpersonal skills, including the ability to promote teamwork • Strong problem-solving skills • Excellent computer operating skills (keyboard, mouse) • Ability to use various computer applications including EPIC and MS Office • Basic math skills and knowledge of general accounting principles • Maintains confidentiality of sensitive information • Broad knowledge of health care business office practices and principles • Knowledge of medical and insurance terminology, CPT, ICD coding structures, and billing forms (UB, 1500) • Knowledge of Business Office policies and procedures • Knowledge of local, state and federal healthcare regulations • Knowledge of bankruptcy and collection laws and the Federal Debt Collection Act, and how outside agencies operate preferred

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

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 dockets, 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 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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 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#
List any other physical requirements or bona fide occupational qualifications:				

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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.