UW HEALTH JOB DESCRIPTION

PAYMENT RECONCILIATION REPRESENTATIVE					
Job Code: 440056	FLSA Status: Non-Exempt	Mgt. Approval: D. Weber	Date: April 2023		
Department: Revenue Cycle		HR Approval: B. Haak	Date: April 2023		

JOB SUMMARY

Under the general direction of the Payment Posting Supervisor, the Payment Reconciliation Representative is responsible for the accurate and timely posting and reconciliation of payments received from patients, third party payers and internal retail departments. Payments may be in the form of cash, checks, electronic funds transfer, vouchers or credit cards, and are posted to the Epic Billing System.

MAJOR RESPONSIBILITIES

Core Responsibilities:

- Accurately post EFT, cash and checks made payable to UW Health to the Billing System.
- Ensure that all transactions are completed within the appropriate guidelines, policies, and regulations.
- Communicate with UW Health staff, insurance companies, financial institution, and third-party payors to resolve issues related to proper posting of payments.
- Process electronic remittance files, monitor/work payor work queues, and generate payment reports to balance.
- Back up Payment Posting Clerk when necessary.

Customer Service Standards:

- Support co-workers and engage in positive interactions.
- Communicates professionally and timely with internal and external customers
- Demonstrates friendliness by smiling and making eye contact when greeting all customers.
- 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.
- 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.

UW HEALTH JOB DESCRIPTION

stakeholders

- Ability to use various computer applications
- 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
- Maintains confidentiality of sensitive information
- Knowledge of Business Office policies and procedures
- Knowledge of local, state, and federal healthcare regulations
- Excellent time management skills

Commented [WDM2]: Added bullet point

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.

DONOG DOLOTTI TOM				
	Infants (Birth – 11 months)	Adolescent (13 – 19 years)		
	Toddlers (1 – 3 years)	Young Adult (20 – 40 years)		
	Preschool (4 – 5 years)	Middle Adult (41 – 65 years)		
	School Age (6 – 12 years)	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

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 Constant

Physical Demand Level		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 siting, 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#
	any other physical requirements or bona fide pational qualifications:			

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.