

**HOWARD UNIVERSITY
Position Description**

POSITION TITLE: Clinical Account Representative II **SALARY GRADE:** HU-09
DATE REVISED: December 1, 2014 **EEO CODE:** 05
JOB CODE: 6125 **FLSA STATUS:** Non Exempt
BARGAINING UNIT: N/A

DEPARTMENT:	POSITION NO:
REPORTS TO:	GRANT: <input type="checkbox"/> No <input type="checkbox"/> Yes

BASIC FUNCTION: Collects unpaid accounts by contacting patients and third party payers to ensure payment is rendered for services rendered. Locates patients with delinquent accounts and attempts to secure payment.

SUPERVISORY ACCOUNTABILITY: Involves no responsibility or authority for the direction of others.

NATURE AND SCOPE: Internal contacts may include senior administrators, faculty, students and staff. External contacts may include patients, physicians, and representatives of various insurance companies.

PRINCIPAL ACCOUNTABILITIES:

- Organizes and maintains patient and physician records; files and sorts correspondence. Provides information to patients and insurance companies to ensure an understanding of the account and/or payment
- Enters data in billing system, completes forms, etc., required by third-party payers to ensure payment for services rendered.
- Conducts follow-up on accounts receivable to ensure payment in an accurate and timely manner.
- Attends meetings and conferences to furnish information and/or keep abreast of third-party payer requirements.
- Serves as liaison between the physician and his/her patients and/or insurance companies. Identifies delinquent accounts, aging period and payment sources.
- Assigns accounts that cannot be settled to collection agency or attorney.
- Record information about financial status of customer and status of collection efforts.
- Performs collection actions including contacting patients by telephone and resubmitting claims to third party payers.
- Advises Supervisor of billing/collection problems and concerns.
- Suggests credit and collection policies and assists in their implementation. Contacts attorneys involved in any third party litigation

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Operates general office machines such as fax, calculating, and duplicating machines; and skilled in operating a computer.

Attends required meetings and participates in committees as requested.

Maintains patient confidentiality.

Performs other job related duties.

CORE COMPETENCIES:

Ability to utilize computerized billing system.

Ability to plan, organize, coordinate and prioritize work.

Ability to sort and file materials correctly by alphabetic or numeric systems.

Knowledge of medical terminology, medical insurance industry and third-party payer requirements.

Knowledge of CPT and ICD-9 coding.

Competence in oral and written English with the ability to communicate with people from various educational levels and backgrounds in a clear and concise manner.

Ability to read, understand, and follow oral and written instructions.

Ability to read and comprehend simple instructions, short correspondence, and memos.

Ability to effectively present information in one-on-one and small group situations to patients, clients, and other employees of the organization.

Ability to perform mathematical computations in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percents; and ability to interpret bar graphs.

Ability to apply common sense understanding in order to carry out instructions furnished in written, oral, or diagram form.

Ability to deal with problems involving several concrete variables in situations with limited standardized.

Ability to establish and maintain harmonious and effective work relations with staff, faculty, University and Hospital officials, patients and the general public

MINIMUM

REQUIREMENTS:

High School diploma or GED and 2-4 years of general work experience.

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AA/AS may be substituted for 4 years of required work experience.
BA/BS may be substituted for up to 4 years work experience.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

SIGNATURES REQUIRED:

SIGNED BY: _____ **DATE:** _____
Department Manager/Supervisor

CERTIFIED BY: _____ **DATE:** _____
Department of Compensation & Performance Management