

Sr Revenue Cycle Specialist

Phoenix Children's
Job Location: Phoenix, AZ

POSITION SUMMARY:

This position oversees the collection activity for an assigned segment of the Accounts Receivable and supports the department supervisor by assisting co-workers with problem accounts and provides training as needed. Position is also responsible for monitoring payer trends, trends in accounts receivable and denials.

POSITION DUTIES:

1. Performs account follow-up on outstanding insurance balances and takes the necessary action for account resolution in accordance with established federal and state regulations.
2. Batches, compiles, submits appeals and monitor accounts for proper reimbursement.
3. Establishes and maintains effective communication with employers, other healthcare providers, insurers, and patients/families to secure accurate and pertinent information to maximize reimbursement.
4. Monitors and tracks contractual, billing, registration, and posting errors and provides continuous feedback to the department supervisor.
5. Verifies applicable contract by reviewing EOB messages, reviewing patient ID card, and verifying member information for managed care plans.
6. Uses good interpersonal skills to promote positive, effective interaction with customers and to promote quality service to ensure flow of information to appropriate staff and professionals.
7. Provides detailed documentation on the collection system to explain the action taken or promise made. Obtains current information on all accounts and records information as required.
8. Reviews reports to identify delays, negative trends, and process slippages on assigned projects. Determines sources of problems and corrective actions required. Provides guidance to team members to help resolve problems.
9. Works closely with the supervisor to gather, analyze, summarize, and prepare recommendations of financial plans, trends, and operating forecasts.
10. Performs miscellaneous job related duties as requested.

EDUCATION:

1. Associate's degree or higher in Healthcare, Business, or closely related field, or equivalent combination of post-secondary education and experience.

EXPERIENCE:

1. Four years experience in account follow-up and denials resolution in a healthcare setting.
2. Four years leadership experience in a healthcare setting.

CERTIFICATIONS/LICENSES/REGISTRIES:

1. Credentialed Revenue Cycle Representative
2. Certified Patient Account Representative
3. Certified Patient Account Technician

FOR MORE INFORMATION/TO APPLY:

<https://careers.phoenixchildrens.com/Positions/Posting/672782>