



POSITION DESCRIPTION

Payment Posting Specialist

Reports to: Revenue Cycle Director

Position Status: Non-Exempt

Supervises: No one

Effective Date: 9/26/22

GENERAL SUMMARY

Under general supervision, ensures accurate cash application processes including, but not limited to, insurance carrier payments, patient payments, refunds, recoupments, and adjustments. Properly identifies denials and rejections and applies them to individual accounts for the billing teams' analysis. Reconciles each batch and makes corrections as needed. Pulls remittances and correspondence from the clearing house, individual payor sites, and any additional external sources. During month end, works tandem with the accounting department to verify month-end balancing. Utilizes various software applications and information systems to perform work processes.

DUTIES AND RESPONSIBILITIES

1. Accurately posts payments and/or denials via electronic and paper remits.
2. Accurately records denials with appropriate reason codes.
3. Runs daily deposit reports.
4. Pulls online and paper deposits and posts daily.
5. Research unidentified payments and/or recoupments to determine appropriate resolution.
6. Research credit accounts and validates accuracy prior to processing refunds or adjustments.
7. Reviews payor- initiated refund requests to determine appropriateness of refund and escalates to supervisor.
8. Acts as a liaison between Accounting and NKC Clinics regarding payments.

9. Performs other duties as assigned.

JOB CONDITIONS

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office environment. Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers.

Physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and up to 10 pounds frequently. The individual in this position operates the phone, computer, copier, fax, and other office equipment as required.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

High school diploma or GED certificate. Associate Degree in business or related field preferred. CPT/HCPSC certification preferred. 3-5 years of recent experience in a healthcare setting working directly within the payment posting process, preferably as a payment posting specialist. Knowledge and understanding of revenue codes, diagnoses codes, insurance plans, denials, and benefits. Knowledge and understanding of insurance benefit plans including patient cost sharing (deductibles, copayments, and coinsurance) and interpreting explanation of benefits (EOB) and payments.

Skill sets to include 10-key by touch, typing a minimum of 25 words per minute (WPM), and general skills in word processing and spreadsheet applications. Ability to prioritize work activities with minimal supervision, in an individual and team setting. Strong written and verbal communication, analytical thinking, attention to detail and problem-solving skills. Easily adapts to change. Ability to learn and utilize various software applications and information systems to perform work responsibilities.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

	10/27/2022
_____ Vice President of Finance/CFO	_____ Date

	10/27/2022
_____ Vice President of Human Resources/CHRO	_____ Date