



## **POSITION DESCRIPTION**

### **Revenue Cycle Specialist**

Reports to: Revenue Cycle Manager      Position Status: Non-Exempt

Supervises: No one

Effective Date: 9/26/22

### **GENERAL SUMMARY**

Under general supervision, the revenue cycle specialist will work closely with the revenue cycle team to maximize reimbursement from insurance carriers, patients, and miscellaneous entities. This position requires a high level of attention to detail and the ability to work well as part of a fast-paced team. The revenue cycle specialist will develop strong knowledge in insurance carrier policies, clearinghouse edits, and clinical requirements to expediate the cash flow process. The revenue cycle specialist will follow up on claims not paid, underpaid, and/or denied. Identifies root cause denial trends and prepares appropriate appeals as required. CPT/HCPCS certified with billing institutional knowledge, revenue, and diagnosis codes, and Understands insurance terms as well as how to interpret an explanation of benefits (EOB) is essential for this role.

### **DUTIES AND RESPONSIBILITIES**

1. Researches patient questions about accounts, adjusts patient accounts, responds to written correspondence from patients.
2. Performs patient account collections and billing tasks, which includes maintaining patient account records. Keeps patient account balances up to date, corresponds with insurers, follows up on unpaid bills.
3. Verifies and/or corrects billing matters. Researches and reconciles credit balances. Ensures efficient processing of denials and appeals.
4. Facilitates resolution to any claims problems and follows up on balances due from insurance companies.
5. Provides patient account billing information to patients, insurers, hospital billers, doctor's office representatives, etc., in accordance with organizational policies and procedures.

### **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. Requires visual acuity to read, inspect numbers and written materials.

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

### **PLANNING**

The position is responsible for arranging assigned patient billing activities, scheduling billing cycle work sequences, and planning how to complete assignments based on established procedures and practices.

### **SUPERVISION AND COORDINATION**

Does not supervise others. Responsible for coordinating billing efforts with other NKC personnel.

### **EXTERNAL CONTACTS**

Has contact with patients, insurance companies, hospitals and medical centers, physicians, and medical office staff. These contacts are required to follow up on unpaid bills, verify payments and perform duties such as processing outside charges.

### **DECISIONS**

Investigates denials, verifies charge accuracy and billing data; and/or collections of delinquent accounts, following established procedures and practices.

### **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.

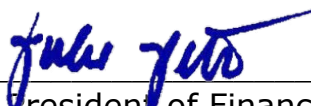
## **EDUCATION AND EXPERIENCE**

Associate degree in business or related field preferred. 3-5 years of recent experience in a healthcare setting working directly within the revenue cycle process, preferably as a revenue cycle specialist. Knowledge and understanding of payor portals, denials, appeals, and interpreting explanation of benefits (EOB). Must understand revenue codes, diagnosis codes, be CPT/HCPCS, and have institutional billing knowledge. NKC utilizes Microsoft Suite, Time, DocuWare, and Clarity.

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 environment. 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**

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| <br>_____<br>Vice President of Finance/CFO | <u>10/4/2022</u><br>_____<br>Date |
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| <br>_____<br>Vice President of Human Resources<br>& Chief HR Officer | <u>10/4/2022</u><br>_____<br>Date |
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