Position:  
Patient Account Specialist I – Billing and Collections

Location:  
Plano, Texas

Job Description:  
The Patient Account Specialist I ensures that all patient information, charges, billings and follow-ups are accurate, complete and timely.

Responsibilities and Duties:  
• Enters and maintains patient account information file data.  
• Retrieves status information from payer websites.  
• Phone calls third party payers to obtain current account status information.  
• Makes minor corrections to patient account information as needed to ensure timely payment.  
• Uses decision tree information to determine necessary actions to resolve patient accounts.  
• Utilizes information and data relevant to the position to identify problems or potential problems. Communicates recommendations to manager for consideration.  
• Identifies areas or processes for improvement.  
• Maintains confidentiality of hospital and individual patient information.  
• Accurately records patient information and appropriately communicates patient information.  
• Effectively utilizes supplies and resources within area to deliver quality service and control cost.  
• Properly maintains assigned equipment.  
• Complies with department budget standards.  
• Interacts in a professional, honest, fair, and respectful manner when presenting information and responding to questions.  
• Represents the organization in a professional manner and provides a positive example of performance for co-workers.
Completes assignments in a timely manner. Maintain company productivity standards.

**Required Skills:**
Language Skills: Ability to respond to inquiries or complaints from customers, regulatory agencies, or members of the business community.
Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages.
Reasoning Ability: Ability to define problems, collect data, establish facts and draw valid conclusions.
Certificates, Licenses and Registrations: None required; Medical Billing and Coding Certificate a Plus.
Computer Operations: Previous experience should include basic computer experience.
Knowledge of Microsoft Word and Excel required.
Good customer service skills.
Ability to organize and prioritize.
Attention to detail.
Ability to be accurate and timely.
Good decision making skills.
Ability to maintain confidential information.

**Required Education:**
High school diploma or GED required. Prefer 1 to 2 years medical reception or patient accounting experience. Knowledge of Medicare, Medicaid and third party payers preferred. Knowledge of basic office procedures required.

**Required Experience:**
Have worked in a hospital or medical practice environment. Must have insurance, collections and billing experience. Available to work 8am-4:30pm, Monday-Friday. Compensation: $12.00-$13.00 per hour.

Please forward your resume to careers@gaffeyhealth.com

*Including job title and salary requirements.*