

NORTH CENTRAL BEHAVIORAL HEALTH SYSTEMS, INC.

INTERNAL POSTING

POSITION: Client Accounts Representative

DEPARTMENT: Client Accounts

LOCATION: LaSalle, IL

HOURS: Full-time (40 hours/week)

START DATE: Immediate

ESSENTIAL FUNCTION:

Responsible for performing all billing and follow-up functions including: processing claims, posting payments, and investigation of payment delays. This position responds to inquiries and assists staff, clients, and third parties over the phone and in person.

QUALIFICATIONS:

Required: High school diploma or equivalent; two years medical insurance billing experience, including customer service experience; thorough understanding of revenue cycle and ability to interact with both government and commercial insurances; sound decision-making ability with respect to complex claims processing workflows including the use of external resources; PC/typing/10-key calculator experience and working knowledge of spreadsheets and databases; excellent organization, planning and prioritization skills; clear and effective written and verbal communication skills both in person and on the phone; ability to maintain effective working relationships with staff, clients, third party payers, and the general public.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Answers telephone in a pleasant and professional manner, identifying department and name. Responds to client and third-party inquiries regarding account status, insurance changes, billing procedures, etc. in person or over the phone.
- Collects, enters, updates, and/or corrects client demographic and insurance information as necessary. Verifies active insurance coverage, evaluates and researches any associated coordination of benefits and/or retro adjudication. Update billing software with insurance information including effective dates, enters client flags and memos as appropriate.
- Resolves billing errors/edits and ensure all claims are accurately transmitted in a timely manner.

- Post electronic payment batches and individual check payments into billing system. Processes client credit card payments.
- Assists the Client Accounts Supervisor with the investigation of payment denials.
- Reviews and monitors outstanding insurance balances in a timely manner. Contacts insurance companies regarding status of payments. Monitors coordination of benefits. Resubmits claims as necessary. Researches and requests refunds as appropriate.
- Adheres to company policies and procedures on safety, infection control, and client confidentiality.
- Maintains courteous, professional relationships with staff, clients, third party payers, and the general public.
- Performs other duties as assigned.

If you are interested in this position, please send application/resume to: hr@ncbhs.org or mail to: NCBHS, PO Box 1488, LaSalle, IL 61301