

Position: Patient Financial Specialist

POSITION SUMMARY

Coordinates and processes billing of patient accounts for Hidalgo Medical Services. The delivery of quality service and positive interaction with our customers is critical to the completion of all the tasks within this job description, thus the employee is responsible for establishing and maintaining interpersonal relationships with patients, visitors, and HMS employees in a courteous, respectful and professional manner. Guidelines include all HMS policies and procedures.

POSITION ACCOUNTABILITIES

1. Answer telephones, take messages or transfer calls, and answer patient billing questions.
2. Check for proper CPT/HCPCS/ICD-10 codes from Electronic Health Record (EHR) for claims resubmissions.
3. Verify information to process insurance claims correctly.
4. Send out billing statements.
5. Post payments from all sources.
6. Follow up on aged accounts to include calling insurances to check claim status, correcting and re-filing, and or appealing claim denials/rejections when needed and within timely filing limitations.
7. Issue patient and insurance refunds when an overpayment has been identified.
8. Meet with patients that have questions about their accounts and establish payment plans when needed.
9. Contact Payer-Provider Representative when a billing issue is identified to seek clarification and resolution to the issue.
10. Download clearing house reports and follow up on rejected claims.
11. Promote fiscal stability of HMS by cost-effective use of resources
12. Perform all other related duties as assigned.

MINIMUM QUALIFICATIONS

- High School graduate or G.E.D.
- Minimum one-year experience in customer service or billing-related field.

TO APPLY

Completed HMS Employment Application may be emailed to jobs@hmsnm.org or Dropped off or mailed:

1105 N. Pope St. Ste. C, Silver City, NM 88061

Or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-534-0788