

# Job Description:

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<b>Job Title:</b>	Account Manager	<b>Location:</b>	Aliso Viejo, CA
<b>Work Schedule:</b>	Full-time, M-F	<b>Department:</b>	Administrative
<b>Reporting Relations:</b>		<b>Exemption Status:</b>	Non-Exempt

## Summary of Duties and Responsibility:

- Maintains relationships, confidentiality and favorable contacts with patients, current and potential accounts
- Resolves customer issues and communicates with representatives, patients, and insurance companies to establish good relationships
- Utilizes experience and judgment to plan and accomplish goals
- Requires accuracy, thoroughness and a good understanding of insurance procedures for copays, deductibles, allowable, HCPCS and diagnosis codes
- Makes sure that all information to be entered is correct, signed, dated and ready for data entry
- Reviews and edits all aspects of claim which include but are not limited to patient demographics, diagnosis codes, signed doctor prescription, proof of delivery and insurance information in MediSoft to insure validity of claim
- Makes sure that all Medicare patients have received their rights and signed the appropriate delivery receipt
- Verifies benefits and eligibility and contacts account with patients benefits
- Supervises claims and payment process, makes corrections, provides feedback and training as required
- Obtains insurance authorizations for prescribed equipment
- Performs accounts receivable duties; follow up claim status, appeals, etc.
- Sends original and follow up statements on balances due to patients
- Responds to and submits medical records
- Corrects rejected claims and alerts on a weekly basis
- Runs commission reports on the 1<sup>st</sup> and 15<sup>th</sup> of every month
- Produces aging reports that clarify outstanding balances
- Preps accounts when a refund is due and passes to the A/P department
- Maintains patient confidentiality

Performs other related duties and assignments as required.

### Qualifications:

- High school diploma or equivalent required
- Knowledge of medical coding and insurance billing procedures
- Understands and works with medical policies
- Good organization skills and an orientation to detail are required
- Excellent multitasking and problem solving abilities
- Ability to read, write, and speak English proficiently
- Reliable transportation

### Physical Environment and Working Conditions:

- While performing the duties of this job, the employee is subject to stand, sit, climb stairs; talk, hear, and use hands and fingers to operate a computer
- Regular, predictable hours required

### Business Machines and Computer Software:

- MediSoft computer software
- Microsoft Excel
- Microsoft Outlook

**Date -** 12/3/2019

**Equal Employment Opportunity Policy:** Medequip provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employments, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

### Signature and Disclaimer

**Disclaimer:** This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.

By signing below, I hereby agree to the terms and conditions stated above