

SPECIALTY BILLING SOLUTIONS JOB DESCRIPTION REFUND SPECIALIST

Job Summary:

The Refund Specialist validates and tracks credits from insurance companies, patients and other payers, and utilizes understanding of payor contracts to prepare refund requests. The Refund Specialist may also be assigned to post payments and perform other essential cash management duties.

Job Relationships:

The Refund Specialist reports directly to the Cash Receipts Manager and interacts with the VP, Revenue Cycle Management, Director of Billing Operations, the Accounts Receivable Manager, Specialty Billing Solutions employees and external customers (commercial payers, facility joint venture partners, facility accountants, and facility personnel at PINNACLE III's managed facilities), as well as PINNACLE III's internal staff (President/CEO, management team members, Directors of Operations).

Decision-Making Authority:

- ✓ Carries out tasks with minimal errors following established department policies and procedures.
- ✓ Performs duties independently and with minimal guidance.
- ✓ Work is randomly checked or verified by direct supervisor.
- ✓ Decisions of a routine nature are made within prescribed operating guidelines, policies, and procedures.
- ✓ Problem solving occurs when deficiencies or inefficiencies are identified in processes. Direct supervisor is consulted prior to creating new policies and procedures.
- ✓ Errors in judgement could impact the effectiveness and efficiency of operations.

Job Qualifications:

Education

- ✓ High school diploma or equivalent required.

Work Experience

- ✓ A minimum of one year of medical billing experience required.
- ✓ Knowledge of medical terminology and computer literacy are required.
- ✓ Familiarity with payer contracts preferred.
- ✓ Posting experience preferred.

Knowledge, Skills & Abilities

- ✓ Basic office skills required; advanced office skills preferred.
- ✓ Strong working knowledge of Excel.
- ✓ Strong communication skills.

- ✓ Accurate data entry skills.
- ✓ Attention to detail a must.
- ✓ Ability to identify trends in underpayments/overpayments.
- ✓ High level of mathematical/analytical aptitude.

Physical Guidelines

- ✓ Ability to extend wrists/arms for up to eight hours per day; sit for up to eight hours per day; and work at computer terminal for up to eight hours per day.

Primary Duties & Responsibilities:

- ✓ Reviews refund requests daily for completeness by comparing documentation against specific facility contracts with various government, commercial payers, private payers, and self-pay agreements.
- ✓ Prepares Refund Request Forms and supporting documentation to substantiate overpayment calculations.
- ✓ Submits refund requests in good order to Cash Receipts Manager for approval daily.
- ✓ Compiles and sends refund documentation to facility accountants for refund check processing bi-monthly.
- ✓ Processes credit card refunds daily via online portals or facilitates manual processing by facility staff for those Centers who use credit card machines.
- ✓ Informs Directors of Operations/Administrators and Cash Receipts Manager when refunds are submitted to facility accountants for processing. Following established guidelines, obtains approval from same to process refunds when appropriate.
- ✓ Tracks essential check posting information in the Credit Balance Spreadsheet for all facilities.
- ✓ Updates the Credit Balance Spreadsheet daily to record when checks clear the bank.
- ✓ Compiles refunds that have cleared the bank for posting by the Cash Receipts Analysts bi-monthly.
- ✓ Ensures all refund checks cleared within the posting month are gathered and delivered to the Cash Receipts Analysts prior to the facility's EOM close.
- ✓ Performs follow-up on checks that have not cleared the bank and researches checks that are returned for insufficient address.
- ✓ Follows state specific unclaimed property laws when submitting uncashed refund checks to the appropriate state annually.
- ✓ Facilitates voids, reissues, and stop payment requests with facility accountants and Director of Operations/Administrators.
- ✓ Identify and share payment/adjustment trends with Cash Receipts Manager to assist in ongoing training of SBS personnel.
- ✓ Assist Cash Receipts Manager with audits of adjustment and payment posting.
- ✓ Performs daily, weekly, and monthly balancing of all posting activity.
- ✓ Posts all transactions within 24 to 48 hours. Understands 48 hours is the exception.
- ✓ Proactively communicates with Cash Receipts Manager.
- ✓ Cross-trains with Cash Receipts Manager when asked and performs essential duties in his/her absence.
- ✓ Observes SBS policies and procedures.
- ✓ Actively observes SBS standards of conduct and participates in compliance program.
- ✓ Attends SBS and departmental staff meetings.
- ✓ Maintains HIPAA patient confidentiality standards for medical and financial information.

PINNACLE III Value-Based Responsibilities

- ✓ Demonstrates honesty, reliability, trustworthiness, and integrity during performance of all job duties.
- ✓ Treats teammates and customers with dignity and respect.
- ✓ Produces high quality work.
- ✓ Shares knowledge.
- ✓ Maintains a positive attitude.
- ✓ Recognizes the contributions of every team member.
- ✓ Employs a collaborative approach to achieve organizational success.
- ✓ Is honest and forthright in his/her communication with teammates, clients, and business partners.
- ✓ Stays abreast of technological and business advancements and employs them to meet organizational needs.
- ✓ Seeks to continuously learn and improve to enhance organizational success.
- ✓ Is courteous, friendly, helpful, and promptly responds to the varied needs of our clients.
- ✓ Is familiar with the services PINNACLE III and SPECIALTY BILLING SOLUTIONS offer.
- ✓ Takes every opportunity to learn the interrelationships between his/her department and the other departments/divisions in our company.
- ✓ Proactively communicate with members of organization's leadership team regarding compliance concerns.
- ✓ Identifies and communicates areas for process improvement within department to facilitate the achievement of departmental goals.
- ✓ Completes all other duties as assigned. The preceding list of duties is not intended to be restrictive or all inclusive. The fact that certain duties may not be listed does not limit the assignment of additional and/or other duties.