

**OrthoSouth  
Central Billing Office  
Job Posting**

**Date of Posting:** 10/06/2021

**Position:** Patient Financial Counselor

**Location:** CBO - Primacy

**Date Position Available:** IMMEDIATELY

**Immediate Supervisor:** Morgan Trantham

**Qualifications:**

- Minimum two (2) years of work in a Medical Office setting
- Collection experience preferred
- Knowledge of Microsoft Word, Microsoft Office, and Excel
- Exceptional verbal & written communication skills and phone etiquette required; must speak clearly & professionally
- Preferred knowledge & understanding of insurance EOB's, medical records, and chart notes
- Must be punctual, dependable, and maintain excellent attendance record
- Must maintain a professional appearance and positive attitude; Client-facing role
- Must be able to multi-task in a fast-paced environment, maintain the ability to act as a team player, and work under pressure; a dependable, hard-working self-starter
- Excellent time management required; Thrives in a flexible work environment
- Demonstrates the ability to determine account status & essential next steps for patient satisfaction; Promotes conflict resolution
- Ability to maintain confidentiality and remain in compliance with HIPAA standards
- High School diploma or equivalent

**Characteristic Job Tasks and Responsibilities: (May include any and/or all the following):**

- Ability to collect outstanding balances face-to-face and over the phone via assignment; Expected to meet daily collections goals and meet productivity guidelines
- Adheres to MSK Collection policies and workflow protocols, including, but not limited to, meeting departmental deadlines
- Schedules face-to-face counseling with patients needing financial assistance; Coordinates with all front office staff to assist with patient financial needs; including, but not limited to, discussing outstanding balances, printing itemizations/statements, reviewing payment options, and collecting balances owed or setting up payment plans as needed
- Identifies problem accounts, investigates & corrects errors and/or escalates to the appropriate department for review
- Collects, posts, and refunds patient payments; including, but not limited to, preparing daily batch paperwork for office manager; opening/closing payment batches daily, and reconciling all time-of-service money at end-of-day
- Works in coordination with site director, office manager, and staff at assigned location; Promotes positivity and team building to achieve departmental goals
- May be required to fill-in for other departments in your role, as needed, which may include travel to alternate site locations in one day
- Performs other duties as assigned

**Qualified applicants please contact: Morgan Trantham – [mtrantham@orthosouth.org](mailto:mtrantham@orthosouth.org)**