



JOB DESCRIPTION

Job Title: Account Analyst

Classification: Non-Exempt

Department: Billing Office

Reports To: VP of Revenue

Job Summary: Our Account Analysts work to ensure great customer service for the community directly related to insurance and patient medical billing. The team member is responsible to maintain and monitor both Insurance and Patient AR. In addition, our Account Analysts work directly with our certified coding team to review for compliant billing in regards to CPT/ICD-10 coding and CMS guidelines. The Account Analyst is expected to be the team expert in relation to payer edits and policy guidelines/ requirements. The Account Analyst works directly with other members of our OOA team that have a working relationship with the Revenue Cycle.

Primary Job Responsibilities:

1. Answering patient phone calls related to their Medical Billing.
2. Monitoring insurance reimbursement to ensure insurance is processing according to contracted fee schedule.
3. Monitoring patient AR and patient collections.
4. Reviewing claims for pre-submission issues, and making the necessary corrections to ensure clean claim.
5. Reviewing insurance responses on claims (including denials and rejections) and making the necessary corrections to ensure optimum reimbursement.
6. Monitoring and follow-up of AR for assigned insurance group.
7. Performs other duties as assigned.

Education: High school diploma or general equivalency diploma (GED)

Experience: The Accounts Analyst position requires two years of Medical Billing experience or a proficient knowledge in a related field. The chosen candidate will have applied Microsoft Excel and Outlook skills.

Performance Requirements:

Knowledge:

1. Knowledge on insurance and reimbursement processes.
2. Knowledge in CPT and ICD-10
3. Knowledge in patient eligibility and benefits.
4. Knowledge in managed care authorizations and limits to coverage.
5. Knowledge in HIPPA privacy requirements.

Skills:

1. Skill in operating office equipment
2. Skill in organizational matters including time management, prioritization, and multitasking.
3. Skill in writing and communicating effectively.
4. Skill in problem-solving.

Abilities:

1. Ability to competently use Microsoft Office, including Word, PowerPoint, Excel, and appropriate practice management software, email and internet.
2. Ability to communicate clearly and concisely.
3. Ability to establish and maintain effective working relationships with peers, patients, physicians, clinical staff, and the public.

Work Environment: Medical office work may be stressful due to a busy office and involves frequent contact with staff and patients.

Physical Requirements: Must be able to sit at a computer for long periods of time.

I have read the Account Analyst Job Description and understand the functions of the position.

Employee Signature: _____ **Date:** _____