



ROSEBUD HEALTH CARE CENTER

383 N. 17TH AVE - PO BOX 268 - FORSYTH, MT 59327

EMPLOYMENT OPPORTUNITY

PATIENT ACCOUNT SERVICES AND FINANCIAL COUNSELOR FULL TIME POSITION

The Financial Counselor will work with all aspects of the Patient Financial Services Personnel, Patient Access, Patient Account Reps, UR/DC, physicians and any necessary departments to ensure that appropriate processes are set up and followed to maintain courteous, accurate, timely assessment of and collection of personal pay responsibilities; identifying alternative resources when applicable. Therapy services includes working with Physical Therapist/Occupational Therapist on daily coding and billing for their services as well as monthly gathering of data for QA meeting preparation.

- Customer Service: Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly, courteously and professionally to customer needs whether in person, or by telephone.
- Familiar with Medicare, Medicaid and all third-party payers. Regular and timely A/R follow up of aging schedules for any assigned third-party payer/s and private pay accounts, in order to identify potential candidates with financial needs.
- Screens uninsured inpatient and high balance outpatient for financial assistance: Medicaid, State, Local and/or Hospital charity programs (proof of income obtained); and/or Grants or Studies.
- Responsible for the collection of patient due balances. Coordinates all necessary efforts to collect co-pay and deductible funds prior to services when necessary. Works in harmony with registration personnel to follow-up on difficult payment situations.

Rosebud Health Care Center
is an
Equal Opportunity Employer.

Please submit completed applications to

HUMAN RESOURCES

They are available:

- On- line at rosebudhealthcare.com or
- Clinic Office at 383 N. 17th Ave

Inquiries can be made by contacting: 406.346.4238

- Follow-up on all patient correspondence necessary to see payment cycle through to completion, identifying alternative resources for payment when available, including internal financial assistance programs.
 - Responsible for identifying appropriate balances for submission to bad debt and for the coordination and submissions of report transfer to appropriate agencies.
 - Reviews, processes and submits to the Charity Care Committee all charity care financial assistance applications within 30 days from date of first initiation; following all RHCC's charity and payment policy and procedure.
 - Keeps accurate and clear records of applications, charges and total adjustments associated with charity/financial assistance accounts.
 - Documents any/all information relevant to patient eligibility, payments, conversations, communications, charity application acceptance, denial etc. on Healthland system.
 - Assists patients with details of and/or explanation of charges and/or remits and EOBs.
 - Meets productivity standards for follow-up.
 - Responsible for the PT/OT coding and billing daily. Works with the PT/OT department to monitor Medicare CAPS and G-codes.
 - Gathers necessary PT/OT information and provides to the BO Manager for monthly QA reporting.
 - Responsible for Hospital and ER demographic information verification and insurance verification.
 - Pass Quality Assurance reviews.
 - Attendance and participation in team and department meetings.
 - This position will cross train and provide cross coverage where required and/or assigned within the realm of patient financial services.
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