

Revenue Cycle/ General Business

Business Office Specialist

Key Duties

- Provides trends and analysis to leadership so issues can be addressed timely
- Processes all patient accounts for their area in order to procure payments from third party and patient pay accounts
- Ensures the accuracy of patient records, and compliance with State and Federal Regulations
- Verifies patient insurance, collects deductibles, and arranges payment plans
- Assists patients with questions regarding bills, insurance, and alternative payment plans

Key Learnings

- Revenue cycle process and how the hospital gets reimbursed from various payers
- Leadership skills (resolving issues, identifying trends)
- Communication and customer service skills