



JOB DESCRIPTION	
Job Title: Follow-up Specialist	FLSA Status: Non-exempt
Date Revised: May 31, 2016	Job Code: FSP

Job Purpose/Summary

Under the direction of the Account Manager, the Follow-up Specialist performs a wide variety of duties to support the Billing teams in their day to day workflow. These tasks are completed according to company standards as well as state and federal guidelines.

Minimum Qualifications

Education:

High school diploma or equivalent

Experience:

Medical billing and/or customer service experience preferred, but not required

Knowledge, Skills, Abilities:

Must be able to type minimum of 35 wpm
 Basic computer knowledge are essential
 Proficient use of Internet Explorer and ability to navigate various websites
 Working knowledge of Microsoft Outlook and Word
 Customer service oriented
 Time management and the ability to multitask are essential
 Must display sufficient written and oral communication skills
 Must have the ability to work in a fast paced environment
 Must have the ability to work with minimal supervision

Essential Duties & Responsibilities

Demonstrates commitment to service excellence by completing the following tasks. The task list may not be all inclusive.

- Verify patients' insurance information utilizing various resources such as websites, telephone IVR's and provider relation CSR's when applicable.
- Make telephone calls to patients, hospitals, insurance companies and/or attorneys as needed to research claims or obtain insurance information.
- Contact insurance carriers to inquire about the status of past due accounts.
- Meet or exceed defined productivity standards.
- Document details of activity on each account in the claims processing system (RescueNet)
- Support the processing of primary and secondary paper claims to insurance carriers.
- Follow up on self-pay accounts. This includes contacting the patient by telephone to inquire about insurance coverage or to establish payment plans.
- Maintaining workflow to keep aging accounts at a minimum by following up on unpaid claims on a daily basis.
- Follow up on accounts that have reached collections to ensure they have been fully worked before the account is referred to an external collection agency.
- Follow-up on any assigned special projects designated by the Account Manager.
- Respond to inbound patient calls related to billing inquiries and follow up.

- Work returned mail and bad address accounts as needed.
- File appeals when necessary in order to have a denial decision reversed.

Other Responsibilities

Performs other related duties as assigned.

Physical Requirements (with or without reasonable accommodation)				
	Rarely < 10%	Occasional < 33%	Frequent < 66%	Constant > 66%
Lifting: 0-20 lbs	X			
20-50 lbs	X			
50-100 lbs				
Over 100 lbs				
Reaching – Arms Extended		X		
Reaching – Arms Overhead	X			
Standing	X			
Walking	X			
Sitting				X
Climbing	X			
Bending/Stooping		X		
Moving/Pushing/Pulling: 0-20 lbs	X			
20-50 lbs	X			
50-100 lbs	X			
Over 100 lbs	X			
Grasping/Holding with Hands		X		
Using Hands for Repetitive Movements				X
Using Feet for Repetitive Movements	X			
Speaking			X	
Seeing				X
Hearing				X
Extremes of Heat	X			
Extremes of Cold	X			
Driving	X			

The above duties and responsibilities designated as essential job functions are subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. The job description is not intended to be construed as a comprehensive statement of duties, responsibilities or requirements. Employees may be asked to perform other job-related functions that are not listed above.