



Medical Billing Coordinator

Job Department: Billing Department

Reports to: Billing Director

About RHM:

RHM Gynecology delivers restorative medical care for gynecological, reproductive, and fertility health needs throughout a woman's reproductive continuum, puberty through menopause. RHM medical protocols always promote the dignity of the human person and prioritizes the health and well-being of the whole person.

Job Overview:

The Billing Coordinator is responsible for medical billing tasks and managing patient accounts.

Responsibilities:

- Post charges and submit billing data and medical claims to insurance companies
- Ensure patient information is accurate and up to date
- Monitor late payments and follow-up on missed payments
- Resolve financial discrepancies
- Investigate and appeal denied claims
- Interface with patients and insurance companies to manage inquiries, and coordinate communication
- Manage patient prior authorization requests
- Coordinate self-pay lab payments with the patient
- Receive and process payments
- Coordinate all in-coming and out-going inquiries and communication in a timely manner
- Receive calls and assist patients over the phone and through the portal
- Collect and file patient paperwork and medical records
- Manage in-coming and out-going faxes and emails
- Provide other administrative tasks as necessary

Qualifications

- Ability to complete the medical billing training that will be provided upon hire
- Align with the mission of RHM, which recognizes that all persons have dignity from the moment of conception until natural death
- 1 – 2 years of work experience in an administrative or billing/accounting role (preferred)

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- Knowledge of general administrative and clerical procedures
- Ability to prioritize and efficiently manage tasks within a fast-paced working environment
- Knowledge of general administrative and clerical procedures
- Exceptional attention to detail
- Intermediate computer and software skills
- Ability to learn new software, including Athena and RingCentral
- Working knowledge of healthcare insurance and medical terminology (preferred)
- Must be able to recognize and respond appropriately to urgent/emergent situations per protocols.
- Perform basic triage per specific office protocol procedures.
- Always maintain professional appearance and personal conduct.
- Adhere to employer work practices as described in Employee Handbook and Office Policies & Procedures.
- Establish and maintain effective working relationships with physicians, staff, and management.
- Effectively cope with typical job stress
- Document work processes as required and other administrative duties as assigned
- Medical terminology and an understanding of the ovulatory cycle.
- Strong analytical skills
- Ability to identify problems and solutions and take initiative
- Ability to communicate effectively, in verbal and written form, with retail and medical partners at various levels, patients, family members, physicians and representatives of the community.
- Sound understanding of all federal and state regulations including HIPAA and OSHA.

Physical Requirements:

Hearing: Adequate to perform job duties over the telephone. Able to respond to verbal questions.

Speaking: Must be able to communicate clearly to patients and staff over the telephone.

Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.

Other: Requires long period of times sitting, viewing computer screen and repetitive keystrokes.

The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

Reproductive Health Medicine & Gynecology is an equal opportunity employer.