Self-Pay Specialist Job Summary

Job Title: Self Pay Specialist

Reports To: Payment Processor Supervisor

SUMMARY

Under general supervision, the Self Pay Specialist is responsible for a variety of tasks relating to patient payments. The Self Pay Specialist also contacts patients and responsible parties to resolve past-due accounts and investigate account statuses.

MINIMUM QUALIFICATIONS

Education and experience equivalent to:

High school diploma or general education degree (GED); Two years or more of account management experience or equivalent combination of training and experience. Excellent computer skills, 10 key by touch, filing and typing proficiency.

CHARACTERISTIC JOB TASKS AND RESPONSIBILITIES

May include any and/or all of the following:

1. Accepts payments from patients and charges them to the respective accounts

2. Identifies problem accounts; investigates and corrects errors, follows-up on missing account information, and resolves past-due accounts

3. Answers inquiries by phone regarding past-due accounts and; researches incorrect addresses for past-due accounts

4. Works with Payment Processors to contact responsible party to resolve delinquent accounts, prepare payment plans and monitors adherence to plans by responsible party, and direct accounts to outside collection agencies when necessary

5. Works with Enrollment Specialists to resolve any issues with payors; keeps a written record (excel spreadsheet) of all activities/correspondence related to payor issues

6. Composes and types routine correspondence, memos, letters, etc.

7. Performs other duties as assigned