



Financial Counselor JOB DESCRIPTION

Position Title:	Financial Counselor	Exemption Status:	Non-Exempt
Job Classification:		Job Code:	
Department:	Business Office		
Reports to:	Director of Business Office		
Last Update:	September 5, 2018		

Job Summary

Under general supervision, is responsible for representing Roosevelt General Hospital (RGH) and RGH Clinic as an exemplary hospital in the region.

The Financial Counselor position requires fundamental knowledge of RGH collection policy as well as the many different options that a patient may have for financial assistance.

RGH Financial Counselor will be the embodiment of the hospital's mission, vision and values. The Financial Counselor will greet patients or family members upon arrival within the business office and assist them in answering any questions or concerns they may have regarding billing issues. The Financial Counselor will have knowledge of all aspects of the department process from the registration process thru the billing.

Essential Functions:

- Promote the mission, vision, and values of the organization
- Greet all patients, families and hospital visitors with a positive, cheerful attitude
- Review daily IP, ER, Surgery and OP admissions that are Private Pay
- Responsible for financially clearing patients at ER, hospital bedside or OP registration to obtain cash payment or determine eligibility for various governmental programs.
- Conduct interview with patients and / or family members
- Records and maintains complete documentation of activities performed on account while in-house
- Notifies hospital case management, social services and admission staff of case screening determinations and outcomes via verbal and written communications
- Calculate and collect cash payments appropriately for all patients
- Advises self-pay patients of their medical and dental care options available in the community for future follow-up care
- Explains hospital regulations, such as visiting hours, payment of accounts, charges, etc.
- Participates in data gathering for financial reporting
- Work closely with Case Management (UR) on a daily basis in regards to patient status changes; whether this would include patient type or insurance notification or insurance coverage
- Set up arrangements / monthly installment plans for patients to payoff balances within the guidelines of RGH collection policy. Follow up on any payments that were missed within 3 days.

- Discuss outstanding balances with patients attempting to receive future services. Provide an estimate for the future service and create a payment plan to resolve older debt.
- Makes collection calls on all self-pay and private pay accounts starting at 60 days without payment. All patients will receive a minimum of three calls and a collection warning letter prior to being submitted to a collection agency. The calls are to be made at 60, 90, and 120 days respectively.
- Create detailed notes in the system to reflect all actions performed on an account.
- Assist in registering patients or admitting patients when needed.
- Maintain a knowledge base of programs offered by RGH
 - Roosevelt County Indigent
 - Charity Program
- Maintain complete records of all patients applying for indigent or financial assistance to include the application, proof of income, the acceptance/denial letter, and any other applicable documentation.
- Submit bad debt collection files on a monthly basis.
- Maintain a relationship with our collection agencies and work together to find the best solution for our patients.
- Be willing to serve as a communications person between the department and hospital
- Be knowledgeable on all of RGH's services, including the RGH Clinic

Non-Essential Functions

- Perform other duties as assigned

Professional Requirements

- Maintain patient confidentiality at all times
- Maintain professional attire
- Complete continued education/training requirements
- Report to work on time and as scheduled
- Wear identification while on duty
- Represent the organization in a positive and professional manner at all times
- Comply with all organizational policies and standards regarding ethical business practices
- Communicate the mission, ethics and goals of the organization
- Participate in performance improvement and continuous quality improvement activities

Qualifications

- High school graduate or equivalent is required
- Medical terminology knowledge preferred.
- Basic computer knowledge
- Typing speed: minimum 40 wpm, computer knowledge
- Six months previous hospital registration, billing and collections, financial counseling, and/or customer service experience preferred
- Knowledge of CPT / ICD-9 coding helpful.
- Bi-lingual a plus in speaking Spanish and conversing in Spanish.

Knowledge, Skills, and Abilities

- Must have an enthusiastic and positive attitude
- Possess a genuine desire to help RGH become an exemplary hospital in the surrounding community and the state
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize duties/tasks
- Ability to initiate communication with patients, their families and hospital visitors
- Must have excellent customer service and communication skills with the ability to effectively calm patients and be able to deal with distressed and/or agitated patients and their families
- Must have a professional demeanor and excellent public relations skills
- Willingness to develop or improve public speaking skills
- Knowledge of medical insurances (Medicare, HMO's, PPO's, commercial), EMTALA regulations, hospital billing and collection process
- Must have excellent written skills with knowledge of medical terminology
- Must be dependable and on time

- Possess good 'people skills' for building relationships with colleagues at all levels
- Ability to plan and prioritize your own work and other people's

Physical Requirements and Environmental Conditions

- Work is performed during regular work hours, but may require overtime and/or weekend hours to meet deadlines
- Work in varying degrees of temperature (heated or air conditioned)
- Work under extreme pressures
- Position requires sitting for approximately 4-6 hours per day and walking for 2 hours per day
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee's Signature

Date