JOB ANNOUNCEMENT
(INTERNAL/EXTERNAL)

POSITION INFORMATION

Job Title: Self-Pay Collector

Division: Finance **Department:** Revenue Management

Reports to: Director of Patient Financial Services **Classification:** Regular, Full Time

Opening Date: Friday, June 26, 2020 **Closing Date:** Continuous until filled

ANTICIPATED WORK SCHEDULE

(Hour of operation and schedule subject to change)

Department Hours of Operation	Monday – Friday from 8:00am – 5:00pm	**Schedule**	Monday – Friday from 8:00am – 5:00pm; subject to change if needed

BASIC PURPOSE OF THE JOB

The Self-Pay Collector will be responsible in doing outbound calls to collect bills from patients for services rendered at Guam Regional Medical City. These bills may be due to co-pays, co-insurances, deductibles, or patient responsibilities of the uninsured.

QUALIFICATIONS

Minimum Education	▪ Certification in Billing or related field preferred
Minimum Work Experience	▪ At least two (2) years of experience in claims processing/adjudicating medical, hospital, and other facility claims
Required Knowledge, Skills and Abilities	▪ At least two (2) years of experience with a US healthcare billing office/collections department ▪ Knowledgeable in HIPAA and basic US billing process ▪ Excellent communication skills – both verbal and written ▪ Knowledgeable in MS Office products such as Excel ▪ Knowledgeable in soft collections protocols ▪ Able to speak Chamorro and English

OVERVIEW OF JOB RESPONSIBILITIES

1. **Review patient accounts to validate balances prior to making a call.**
2. **Call patients and collect balances.**
3. **Setting up payment plans for patients who can't pay in full.**
4. **Ability to explain insurance benefits to patients.**
5. **Assist and coordinate any change in the patient's demographics or insurance information.**
6. **Assist with patient inquiries or disputes.**
7. **Meet monthly collections target.**
8. **Excellent customer service.**