

Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands P. O. Box 500409, Saipan, MP 96950 Website: www.chcc.gov.mp



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 19-057

POSITION: COLLECTIONS SPECIALIST OPENING DATE: 04/03/2019

NO. OF VACANCIES: 1 CLOSING DATE: 04/16/2019

SALARY: \$16,000.00 - \$18,000.00 P/A

The salary given will be determined by the qualifications of the appointee.

LOCATION: Business Office, Commonwealth Health Center

Commonwealth Healthcare Corporation

DUTIES:

Under the general supervision of the Collection Supervisor, the employee is responsible for maintaining daily accounting transactions such as assisting in the process of returned or rejected bills, accurately posting payments and adjustments, providing excellent customer service, and assisting in the process of cross claims. Receive and log mailed-in payments, as needed. Prepare R/A slips for processing at the cashier. Post Private Insurances Payments (Local, Off-island, and miscellaneous insurances) and upfront patient payments to individual accounts. Logs and researches on all upfront payments unable to be posted due to "no bill" in system, untraceable member (patient), non-matching dates of services, etc. Post insurance denials and process request from insurances for additional information needed for payment processing. Roll over patient responsibilities after insurance payments to patients, responsible parties, or other third-party payers. Generates bills to next payer for portions not covered by primary third-party payer. Provides copies of primary insurance payment (EOB) to secondary insurance. Reviews accuracy of unpaid balances before initiating approved collection procedures. Collects past due balances within the Hospital management's approved priority and time frame. Roll-over unpaid patient balances to collection agency, if applicable. Collects Private insurance exported bills listing by the Billing department daily. Prepare insurance reconciliation reports. Assists customers with inquiries about their medical bills, in person or by phone. Prints patient billing activity reports and explains the nature of amount(s) billed to patients. Reconciles account balances with patients or other responsible payers. Contact patients regarding outstanding bills or balances via sending mail-outs or by phone. Recommends to patients, options to secure other payment sources, such as Medicaid, when patients are unable to meet financial obligations at the Hospital. Evaluate patient insurance coverage and financial ability to pay. Recommends realistic payment plans to patients or third-party payers. Prepares payment agreement plan documentation, as needed. Monitors patient's compliance with agreed payment plans. Prepares documents for the collection agency to support further collection plans. Performs other related duties as assigned.

QUALIFICATION REQUIREMENTS:

Graduation from High School, General Education Development (GED), Advanced Development Institute (ADI), or Adult Basic Education (ABE). Three (3) years experience as an accounting/ collections clerk or equivalent position.

OTHER QUALIFICATION REQUIREMENTS:

Ability to prioritize and organize work accordingly. Ability to understand medical terminology. Having the ability to work under pressure from an upset customer on the spot; while explaining why they were billed. Staff must remain flexible and available to provide staffing assistance for any/all disaster or emergency situations. Knowledge in the use of calculator and mainframe computer is preferably.

<u>CONDITIONAL REQUIREMENTS:</u>
This position is <u>"COVERED"</u> and is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law.

NOTE: Education and training claimed in Employment Application must be substantiated by diploma, certificate or license and original police clearance. Failure to provide complete application form or the required documents will result in automatic disqualification.

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources Commonwealth Healthcare Corporation 1 Lower Navy Hill Road, Navy Hill, Saipan, MP. 96950 Direct Line: (670) 236-8204/8205/8210/8729 Trunk Line: (670) 234-8950 ext. 3580/3581/3583