



FINANCIAL COUNSELOR
Seattle Reproductive Medicine

POSITION DESCRIPTION

OVERVIEW: This position is responsible and accountable for all aspects of patient service with regard to reimbursement issues and Seattle Reproductive Medicine financial products. This includes, but is not limited to, collection and preparation of deposits and payments, referral intake and authorization processing.

SCOPE: This nonexempt position reports to the Business Office Supervisor.

I. ESSENTIAL FUNCTIONS:

(In compliance with the American with Disabilities Act, ADA, this description identifies the essential components of the job required to be performed with or without reasonable accommodations. Requests for reasonable accommodations to facilitate the performance of these essential functions will be given careful consideration.)

- a. Maintains patient accounts by obtaining, recording, and updating personal, financial and insurance information.
- b. Provide courteous and professional customer service to patients, coworkers and management
- c. Document accounts appropriately (Misys, Outlook and Artworks)
- d. Responsible for obtaining and entering referrals, authorizations and predeterminations on behalf of the patient into the system.
- e. Obtains accurate benefits/eligibility information for the patient.
- f. Determines and obtains deposits for procedures.
- g. Review financial history prior to cycle start and at checkout and collects outstanding balances. Inform payments and collections team when account has outstanding insurance balances (greater than 60 days). Large unresolved balances should be reviewed with Supervisor and Physician prior to patient starting new cycle.
- h. Prepare and balance charge entry batch for submission to Data Entry Specialist daily.
- i. Obtains necessary waivers for those patients who choose not to use his/her benefit or do not have proper authorization for treatment.
- j. Review loan programs with patients without insurance benefits or patients that are required to pay deposits.
- k. Patient liaison to resolve billing issues. Works with billing and payments team to resolve patient billing issues.
- l. Communicates effectively with patients, coworkers, and supervisors.
- m. Able to work within a team setting (i.e. assisting team members and sharing knowledge)
- n. Effectively works with assigned insurance carrier(s) to resolve referral, authorization and predetermine issues.
- o. Responsible for reviewing and interpreting patient accounts.
- p. Maintains operations by following policies and procedures; studying existing and new credit and insurance information legislation; enforcing adherence to requirements; advising management on needed actions and/or changes.
- q. Supports Finance Department by effecting daily and monthly close.
- r. Contributes to team effort by maintaining an excellent rapport and working relationship with reception/checkout desk and supporting front desk activity as needed; cooperating with other departments within the Center.
- s. Works effectively with the clinical team to determine and communicate correct financial obligations to the patients.
- t. Other duties as assigned.

II. CONFIDENTIAL AND SENSITIVE INFORMATION:

- Maintains patient confidence and protects operations by keeping information confidential.

III. SCOPE OF FINANCIAL RESPONSIBILITY:

- Obtaining benefits, authorization, referral, and predetermines for all services.
- Reviews Integrated America and Seattle Reproductive Medicine financial products
- Determines and secures all deposits.
- Account is set up accurately for collection of deposits and billing of charges.
- Assists with financial consultations.

IV. PROFESSIONAL DEVELOPMENT:

- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks.
- Participates in professional societies if applicable.

V. PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands:** While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch, or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- **Work environment:** While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually minimal.

VI. EDUCATION/EXPERIENCE REQUIREMENTS:

- High School Diploma acceptable with appropriate hands-on experience. Associate Degree in accounting or business is preferred.
- Minimum 2 years experience in a medical office working within patient accounts.
- Ability to access, input, and retrieve information from a computer. Medical software program experience preferred.
- Knowledge of office procedure and office machines (i.e. computer, fax, copier, etc.).
- Ability to demonstrate good judgment.
- Ability to communicate accurately and concisely.
- Ability to remain calm and poised under stress.
- Excellent interpersonal skills.

All IntegraMed America employees must perform their respective functions to ensure the patient/customer has the most positive experience at every point of contact with our Company/practice.

This job description is not meant to be an all-inclusive statement of every duty and responsibility required by the job holder. IntegraMed America hopes each job holder can react to reasonable change productively and handle other tasks assigned.

IntegraMed America is a multi-site corporation. There may be times you are requested to participate in assignments at other sites. Without causing undue hardship or significant personal inconvenience, IntegraMed America proposes a solid team approach to our availability regarding the need and development of all our programs.

Job Description Accepted:

Employee Signature/Date

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