

Intermediate Accounts Receivable Representative

Desert Senita Community Health Center is seeking an Intermediate Accounts Receivable Representative to join our team. Desert Senita Community Health Center is a Federally Qualified Community Health Center (FQHC), with 2 sites in Ajo and Arizona City.

The ideal candidate will have the following education and experience:

- Education: Associate Degree
- Microsoft Office applications: 1 year (Preferred)
- Working knowledge of medical, accounts receivable, collections, rejects, denials, appeals, and research billing guidelines and policies
- FQHC: 1 year (Preferred)
- collections, rejects, denials, appeals, and billing: 3 years (Preferred)
- Medical Accounts Receivable and billing: 2 years (Required)
- Patient Collections: 2 years (Required)
- NextGen Experience: 1 year (Preferred)
- Researching billing guidelines and policies: 2 years (Preferred)

The ideal candidate will also possess the following knowledge, skills, and abilities:

- Review outstanding claims to determine what action needs to take place and make status calls to insurance companies
- Request claims to be reprocessed where necessary or prepare and submit corrected claims to the insurance companies for payment
- Review delinquent accounts and initiate appropriate collection action including telephone calls and correspondence to patients
- Answer patient calls relating to questions about their bills
- Update demographic and payer related information obtained from the patient
- Prepare refund requests for management approval
- Responsible for the generation and mailing of claims
- Work payer rejects and denials
- Support management on special projects
- Maintain a high level of customer satisfaction as reflected on patient satisfaction surveys and other measurement tools
- Additional Duties and Responsibilities as assigned

Desert Senita Community Health Center (DSCHC) will recruit, hire, train, and promote persons in all job titles without regard to age, color, disability, gender (including gender identity), marital status, national origin, race, religion, sex, sexual orientation, veteran status, or other status protected by applicable law. In addition, all personnel actions such as compensation, promotion, demotion, benefits, transfers, staff reductions, terminations, reinstatement and rehire, company-sponsored training, education and tuition assistance, and social and recreational programs will be administered in accordance with the principles of equal employment opportunity.