



**Job Title: Account Manager**  
**FLSA Status: Non - Exempt**  
**Pay Type: Salary**

(1/15)

**Purpose:**

The Account Manager is responsible for account follow-up for all assigned accounts, resolving billing problems and answering payer or client inquiries. Sets up financial arrangements as needed. Uses collection techniques to maintain current account receivables including monitoring for delinquent payments. Reports to the Accounts Receivable Manager.

**Duties and Responsibilities:**

1. Routine billing of assigned payers
  - A. Reviews claims for accuracy by comparing to auth on file
  - B. Communicates with branch regarding claims without required authorization for services billed and documents in account/invoice log
  - C. Transmits claims via batch or direct data entry according to payer guidelines when applicable
  - D. Verifies claims have been received by payer if transmitted electronically
  - E. Mails claims with required documentation when applicable
2. Reviews and assures appropriate processing of authorizations
  - A. Notifies branch office of any denied authorizations via email, phone call or fax and documents in account/invoice log
  - B. Assures that authorizations are correctly entered into system
3. Accurately posts payments to accounts receivable as they are received
  - A. Checks in remittance advice. Determines reason for non-payment of claims and records problems in account/invoice log and branch problem billing list
  - B. Shifts all client responsibility balances to appropriate payer, or to the client. Makes appropriate contractual adjustments.
4. Performs audits of accounts to ensure accuracy and timely payment
  - A. Follows up on insurance billing to ensure timely receipt of payments. Demonstrates ability to deal with clients and insurance companies regarding sensitive financial matters and recapture unpaid balances
  - B. Identifies problems on accounts, documents in account/invoice log, and follows through to conclusion
  - C. Reviews account aging at least monthly and reports inconsistencies and corrects errors as appropriate
  - D. Responds to insurance company requests for information in a prompt and professional manner
  - E. Receives and resolves client billing complaints and questions; initiates adjustments as necessary; follows up on all zero payment explanations of benefits and exercises all options to obtain claim payments. Reviews credit balance reports for correct recipient of refund

- F. Makes appropriate financial arrangements for payment of delinquent client accounts; follows up to determine if payments arrangements are being met; contacts clients to resolve problems; responds to correspondence or telephone calls from clients about accounts
  - G. Performs reconciliation of refund accounts; attaches documentation and forwards to supervisor to process refund checks
  - H. Identifies potential write offs; attaches documentation and forwards to supervisor for approval
5. 5 General Office:
- A. Maintains professional, positive and effective communication with all office staff, branch locations, payer representatives and clients
  - B. Maintains confidentiality of all information pertaining to clients, families and employees
  - C. Assists with answering telephones and daily office maintenance
6. Serves as a resource and backup person when requested. Performs other duties as assigned.

**Physical/Environmental Demands:**

Light to Medium - primarily desk work; some bending, stretching. Ability to work long hours and to tolerate some variability in hours. Able to operate simple and complex office equipment.

Exerting 20 to 50 pounds of force occasionally, and/or 10 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects. Physical demand requirements are in excess of those for light work.

**Qualifications:**

- 1. Two years post-secondary education or five years experience in a related field (i.e. health care administration, business administration, finance).
- 2. Experience with accounts receivable management, billing, payroll and accounting.
- 3. Good computer skills/experience including spreadsheets.
- 4. Good written and oral communication skills with customers and employees.
- 5. Good organizational skills; ability to work independently with minimal supervision.
- 6. Experience with concurrent assignments and prioritizing workload.
- 7. Pass initial and ongoing background studies and screenings including but not limited to those of the Minnesota Department of Health and the Federal Office of the Inspector General's List of Excluded Individuals and Entities.

*I am capable of meeting the Physical and Environmental Demands and Qualifications listed, and I am not aware of any barriers to performing the Duties and Responsibilities of the Job Description.*

**Employee Name (printed):** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_