



Job Description

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Job Title: Reimbursement Specialist - Collector

Department: Reimbursement

Reports To: Reimbursement Manager

Location: Princeton, NJ or Locally Remote

Schedule: 9:00 a.m. to 5:00 p.m.

Travel: 0-10%

Purpose:

The Reimbursement Specialist–Collector is responsible for following up on denied claims, correspondence with payer inquiries/correspondence and responds to account inquiries. Also cross-trains with team members to assist in additional billing and collections processes as needed.

Essential Duties & Responsibilities:

- Collecting from Insurance Companies and Patients
 - Billing primary and secondary
 - Follow up
 - Appeals
 - STAP
 - Patient payment plans
 - Tracking delivery of LG sale devices
- Monitors Accounts Receivable
- Maintains confidentiality in all matters concerning patients' accounts, maintaining HIPAA standards for PHI
- Assists with going into the office for processing remote deposits as needed
- Tracks billing errors
- May be required to perform other duties as assigned

Education & Experience:

- 1 – 3 years in medical reimbursement. DME experience preferred
- High School Diploma or GED
- Exposure to billing and collections preferred
- Experience using medical billing software such as ADSC

Knowledge, Skills & Abilities:

- Attention to detail, organization and problem-solving skills, persistence, and flexibility
- Knowledge of Medicare, Medicaid and Commercial regulations
- Computer skills including use of Excel, Outlook, preferred
- Exposure to Hubspot or other CRM preferred
- Good communication and follow up skills
- Ability to effectively handle multiple and shifting priorities

cont.



Job Description (cont.)

Work Environment & Physical Demands:

Incumbent may work from home and is expected to maintain a safe, productive work environment with secure internet access. May commute to the Princeton, NJ office if preferred; Work environment is that of a typical office environment. Noise level is low to moderate. Must be able to operate a computer with or without a reasonable accommodation

Travel:

Travel to Princeton, NJ office will be required approximately 1x / month for remote deposits and on occasion for training, team meetings, etc.

Accommodations:

To perform this job successfully, an individual must be able to perform each essential duty and physical demand satisfactorily. The requirements listed above are representative of the knowledge, skills, and/or ability abilities and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Last Updated: 10/5/2021