



Magnet Solutions is a fast-paced, high energy company.

We are currently growing and need highly motivated individuals for the following position:

Account Representative

This position is expected to perform a variety of complex day to day operations related to Healthcare Account Receivables. Employee will assist patients with the understanding and handling of their financially obligated accounts.

Primary Job Duties

- Assist with patient concerns, including insurance, explanation of benefits, repayment plans, and aiding with the understanding of the policies and practices of the medical facility from with the account originated.
- Answer incoming patient and client calls.
- Assist patients with the financial repayment of their account which may include but is not limited to giving notification on re-payment plans, Financial Aid, Extension of re-payment, alternative payment options, and other resources available for the purpose of re-payment.
- Document and catalog patient concerns generated both verbally and written.
- Use skip-trace resources to locate patients/guarantors, which include but are not limited to the Internet, directory assistance, client database and patient contact.
- Check resources for insurance information researching client database, contact with patient or via mail.
- Contact patients on inadequate payments, to negotiate an increase in payment.
- Identify and investigate problem delinquencies, recommends appropriate disposition such as referral to collection agency, financial ability of the patient and or write-offs.
- Ensure strict confidentiality of patient medical and financial records, in compliance with federal and state patient privacy regulations.
- Follow and establish departmental policies, procedures and objectives.

Minimum Job Requirements

- High School diploma or GED with experience in customer service and collection strategies.