



ARC Physical Therapy+ Job Description

Position: Patient Accounts Representative
Reports to: Practice Administrator
FLSA Status: Non-Exempt
Last Revision: May 1, 2016

Founded in 2003, ARC Physical Therapy+ started as a physical and occupational therapy company but has grown into the region's foremost wellness, injury prevention and rehabilitation company – a healthy workforce company. To learn more about our company visit www.arcpt.com.

ARC is an equal opportunity employer and does not discriminate on the basis of age, race, religion, color, sex, national origin, marital status or physical or mental disability. In compliance with the Immigration Reform and Control Act of 1986, we will hire only U.S. citizens and aliens lawfully authorized to work in the United States (if the position is or will be one which is subject to U.S. law).

Position Purpose:

Under general supervision, is responsible for activities that support the AR process which includes billing and collection of patient and corporate accounts.

Essential Duties and Responsibilities:

- Assess outstanding accounts receivable and determine appropriate course of action to collect monies owed for assigned accounts.
- Related effectively with patients, insurance representatives, case managers and adjustors in order to resolve outstanding accounts receivable.
- Manage and prioritize multiple functions within the accounts receivable department.
- Review daily correspondence and determine appropriate course of action to collect monies owed for assigned accounts
- Relate effectively with coworkers to resolve problems and issues identified during the course of business
- Identify overpayments and perform necessary research to determine reason for overpayment. Complete refund paperwork with substantiated documentation for review by Practice Administrator.
- Develop an understanding of the ARC business model and effectively communicate/educate others
- Other tasks and projects as assigned

Other Responsibilities or Skills Needed

- Ability to create basic excel spreadsheets
- Ability to perform routine mathematical calculations
- Ability to maintain confidentiality
- Ability to operate personal computer and 10 key calculator
- Ability to maintain accuracy
- Ability to approach problems/decisions analytically
- Dependable and reliable
- Strong interpersonal skills
- Positive attitude and professional demeanor
- Follow clinic and OSHA safety rules and procedures
- Uphold HIPAA regulations and maintain confidentiality

Position Requirements

- Must have, at a minimum, a high school diploma
- At least 4+ years of AR experience in a healthcare setting
- Experience with Medicare billing and documentation requirements with Medicare resources



Working Conditions

The Patient Accounts Representative (incumbent) will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The incumbent will also have to do some lifting of supplies and materials from time to time. The incumbent is located in a busy, open area office. The incumbent is faced with constant interruptions and must meet with others on a regular basis. The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer which requires attention to detail and high levels of accuracy. There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

Physical Demands

- Ability to lift fourteen (14) pounds
- Ability to sit for extended periods
- Fine motor skills
- Visual acuity

The physical demands 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. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to sit and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 14 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Physical Demand Ratings are an estimate of the overall strength requirements that are considered to be important for an average, successful work performance of a specific job. In order to classify the occupation of a worker with a physical demand rating, the most strenuous and frequently performed tasks are evaluated.

Note: This document describes the general nature and level of work required of people assigned to this job. It is not tended to be an all-encompassing list of responsibilities, duties, and skills. Additional duties or job functions that can be performed safely may be required as deemed necessary by supervisory personnel. The employee must adhere to all work rules, procedures, and policies established by the company, including, but not limited to, those contained in the employee handbook.

How to apply for this position?

Send your contact information and a resume to employment@arcpt.com