



## ARC Physical Therapy+ Job Description

**Position:** Payment Posting Representative  
**Reports to:** Practice Manager  
**FLSA Status:** Non-Exempt  
**Last Revision:** March 25, 2019

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

### **Job Summary:**

Under general supervision, is responsible for posting related activities of a clerical, mathematical nature, posts payments, sorts mail and documents collection problems.

### **Essential Duties and Responsibilities:**

- Posts payments and adjustments, ensures all payment and adjustments are balanced on a daily basis
- Sorts mail and processes requests for information, refers claim resolution issue to appropriate area
- Resolves any un-postable deposits along with entering and processing refunds
- Review Explanation of Benefits (EOB) to assure proper payment and adjustment of posting.
- Collects patients payments by phone as necessary based on business need
- Perform other duties as required

### **Personal Attributes or Skills Needed:**

- Knowledge of insurance payment posting
- 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
- Ability to effectively prioritize workload and work through distractions

### **Minimum Qualifications:**

- One year of related work experience
- Must have, at a minimum, a high school diploma

### **Working Conditions**

The Payment Posting Representative (PPR) will spend long hours sitting and using office equipment, phones and computers, which can cause muscle strain. The PPR 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 will be on the phone consistently. 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.

We are an Equal Opportunity Employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability status, protected veteran status, or any other characteristic protected by law.

Note: This document describes the general nature and level of work required of people assigned to this job. It is not intended 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](mailto:employment@arcpt.com)**