



## Clinic Collections Clerk

### Employer

South Central Kansas Health  
6401 Patterson Pkwy,  
Arkansas City, KS 67005  
620-442-2500


### Job Description

A patient account collection specialist helps to manage outstanding patient balances. The day-to-day requirements of the patient account collection specialist include:

- Running Collections Report for review of outstanding balances.
- Reversing the EMR's monthly "bad debt".
- Reporting in-house collection payment to collection agency.
- Setting up payment plans
- Processing patient payments
- Discussing outstanding balances with patients.
- Posting discount adjustments.
- Maintaining the Medicare Bad Debt Report.
- Working closely with the collection agency on getting accounts paid

### **Other Requirements:**

- Insurance Knowledge
  - Basic knowledge of insurance remittances and denial reasons are a plus. The patient account collections specialist will be reviewing the patient's account a final time to determine if the balance is truly due. Knowing how insurances processed the claim will help with understanding where the patient balance is coming from.
- Basic Math Skills
  - You will need to be able to do basic arithmetic to determine the proper outstanding amounts. While the system calculates the patient owed amount, you will have to be able to adjust off any discounts given.
- Computer Skills
  - The patient account collections specialist will use a variety of computer systems. Basic knowledge of Microsoft Word and Excel is required. Being able to quickly learn new computer programs is a plus.
- Communication Skills

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- Part of the patient account collections specialist process will involve contacting patients for payment. It is necessary to be able to communicate professionally and effectively to perform this job. There will be patients that may become emotional when faced with being sent to collections, so good communication skills may help diffuse these situations.
  - Use of Basic Office Equipment
    - In additions to having a level of computer proficiency, a patient account collections specialist will need to be able to use other basic equipment, such as a 10-key calculator, printer, copier, scanner and phone system.

## **Apply**

Apply [Here](#)

The SCK application process consists of three forms:

1. General Application   2. Release Authorization   3. Confidentiality Agreement

Please complete ALL THREE forms.

