

## **Job Description**

<b>Job Title</b>	<b>Billing Clerk &amp; Credit Controller</b>
<b>Department</b>	<b>Business Office</b>
<b>Reports to</b>	<b>Business Office Manager</b>
<b>Date</b>	<b>November 2012</b>

### **Overall Purpose of Job**

We will provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

The primary responsibility of the post holder is to ensure all accounts are billed in accordance to the policies set out by the UPMC Beacon Hospital.

### **Key Responsibilities and Deliverables**

- Design and implement key processes and procedures for all billing operational tasks included in scope of responsibilities.
- Deal effectively and resolve incoming queries on billing from Patient, Insurance companies and consultants.
- Develop and maintain strong relationship with the health insurance companies and communicate changes as appropriate to ensure efficient cash flow management.
- Collaborate with team members to facilitate the delivery of efficient and effective services to all customers.
- Responsibility for reporting to the finance function on budgeting, financial planning and reporting.
- Prepare Key Performance Indicators (KPI) management reports as agreed with Business office Manager.
- Work with IT department to design and automate procedures for checking and reviewing billing within UPMC Beacon Hospital.
- Participate in all service evaluations and review processes, in order to enhance the delivery of billing service to customers/stakeholders.
- To participate in any relevant staff development activities deemed necessary by the Business Office manager.
- Collect outstanding monies from Insurance Companies and Self Paying patients by letter and phone.
- Daily/weekly and monthly reconciliation of patient accounts.
- To carry out any other reasonable duties associated with the position.

**Person Specification**

<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Leaving Certificate or equivalent.</li> <li>• Computer literate.</li> <li>• Experience using IT systems, including MS Excel &amp; Word.</li> </ul>
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• 6 months relevant work experience.</li> <li>• Previous Medical experience viewed favorably.</li> <li>• Finance or previous clinical experience desirable.</li> </ul>
<p><b>Job Specific Competencies and Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Exhibits high level of customer/patient relation skills.</li> <li>• Exhibits ability to work as member of team in daily performance of duties.</li> <li>• Interaction with all hospital departments.</li> </ul>
<p><b>Personal Competencies</b></p>	<ul style="list-style-type: none"> <li>• Ability to work well as part of a team.</li> <li>• A good level of English is required.</li> <li>• All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager or hospital management.</li> </ul>

**This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.**

**Job Description received by employee:** \_\_\_\_\_  
**Signature** **Date**