

Job Description

Job Title	Credit Controller
Department	Patient Business Services
Reports to	Patient Business Services Manager
Date	November 2013

Overall Purpose of Job

The mission of UPMC Beacon Hospital is to provide exceptional patient care in an environment where quality, respect, caring and compassion are at the core of our practice. This must include all our patient dealings and business processes.

Credit Controller is responsible for all collection functions necessary to ensure the prompt and correct payment to the Hospital of all monies owed by insurers or patients and will be responsible for working accounts with balances according to their respective payer.

Credit Controller is responsible for the timely and accurate review of posting and balancing of payment/rejection and adjustment transactions which are necessary for closing accounts.

Key Responsibilities and Deliverables

- Be knowledgeable of full remit of Business Office processes and their effect hospital-wide.
- Have specific operational knowledge of assigned insurance billing contract, agreements and responsibilities in reviewing and following up aged debt.
- Be cognisant of responsibility of credit controller role in affecting hospital cash-flow.
- Follow key processes and procedures in completing credit control tasks to quality standards.
- Be competent in the use of the IT structure and processes that support business office processes and credit control.
- Collaborate with team members to facilitate the delivery of effective billing services and follow-up to all customers to promote account reconciliation.
- Manage assigned list by ensuring the timeliness and accuracy of billings, collections, contractual postings, payments and adjustments of accounts based upon functional standards.
- Resolve incoming queries on billing or outstanding accounts from patients, insurance companies, consultants or colleagues in a professional and efficient manner.
- Responsible for updating system notes with account activity, status and expected reimbursement. Applying reminders on account to ensure full follow through by relevant insurance group.
- Have sufficient knowledge or access to knowledge to provide correct information with regard to fees, excesses or co-payments on individual policies or individual procedures.
- Be aware of all payment methods available to UPMC Beacon and be knowledgeable in payment collection processes, be competent in processing and formatting of payment listings.

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- Promote and maintain strong relationships with the health insurance companies for the follow up of aging accounts and account queries.
- Participate in regular checking, review and reconciliation of credit control measures to ensure validity of management reporting of Key Performance Indicators.
- Participate in all audits, service evaluations and process reviews to enhance the collection of outstanding payments.
- Comply with departmental and hospital policies and guidelines.
- Participate in meetings as requested and contribute to the on-going development of the department and hospital.
- Create an environment that encourages teamwork, positive attitudes and high morale.
- Participate in other duties that may be assigned due to developing departmental requirements.
- Participate in shift roster to help provide the required cover in Business Office.
- Escalate problem accounts/high balance owing accounts as applicable to the Patient Business Services Office Manager.

Information Technology

- Be proficient in Meditech's B/AR module and other software, such as SOFTCO Document Retrieval Site or VHI WebPVS, to ensure the most effective and efficient use of the hospital's IT infrastructure in the functioning of the department.
- Be aware of IT specific requirements in Business Office to comply with The Data Protection Act 2003.
- Participate in training for IT updates to enhance and maintain proficiency.
- Be aware of 'IT Downtime Policy' and be able to put into effect if required.

Health and Safety

- Be vigilant of the individual and departmental responsibilities to comply with The Health, Safety and Welfare at Work Act 2007 and the hospital's specific Health & Safety policy.
- Report any omissions.

Service quality/Accreditation

- Understand the importance of quality in relation to every day work and participate in quality system measures to ensure that services are rendered at an agreed quality standard.
- Understand the importance of providing an excellent Customer Care Service to all insurances, patients, consultants and colleagues to uphold the mission, vision and values of the hospital.
- Participate in performance productivity measures.

Confidentiality

- The dignity of all patients will be respected together with their absolute right to confidentiality.
- Workings of the hospital or its patients will not be discussed with people outside the hospital, save as appropriate in the course of work.
- Documents or property of the hospital will not be removed from the hospital without prior authorisation.
- Upon cessation of employment in the hospital all property of the hospital held by the employee will be surrendered to the Human Resource Department.

Person Specification

Qualifications	<ul style="list-style-type: none"> ▪ Leaving Certificate. ▪ ECDL or equivalent, with proficiency in MS Excel, Word and other related packages.
Experience	<ul style="list-style-type: none"> ▪ At least one year previous work experience in Finance or Credit Control. ▪ Previous Hospital experience favourable.
Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> ▪ Capacity for analytical thinking and problem-solving and possess good decision-making ability. ▪ Operational knowledge of Credit Control processes and requirements. ▪ Ability to work to financial targets within timeframes. ▪ Demonstrate an affinity for dealing with accounts, balanced by high level of customer/patient relation skills. ▪ Demonstrate an aptitude for computing with good keyboard skills and ability to learn Meditech and supporting IT Systems. ▪ Capable of communicating effectively and courteously with stakeholders, including insurance companies, hospital consultants, billing agencies, clinical staff and hospital management. ▪ Strong awareness of the need for confidentiality, discretion, precision and a methodical approach in all matters. ▪ Maintain motivation to get things done with attention to detail, within the constraints of a busy department.
Personal Competencies	<ul style="list-style-type: none"> ▪ 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. ▪ Be self motivated with a high capacity for responsibility and individual initiative while working within the team dynamic. ▪ Demonstrate an ability to prioritise work and handle large volumes of activity. ▪ Excellent organisational skills. ▪ A good level of English is required.

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

Name (Block Capitals)