

## Specialist, Revenue Assurance

### Company Overview

Cornerstone Adminisystems (CAS) was founded in 1994, and delivers full service billing solutions to the EMS community. CAS is recognized nationally for its bottom line performance, client retention, advanced educational services, and platinum tier compliance record. Headquartered in beautiful south-central Pennsylvania, CAS helps ambulance providers focus on their primary concern: superior patient care.

### Job Description

Manage and resolve patient accounts by utilizing established workflows and system generated reports. Provide daily problem resolution with insurance companies and patients to maximize collections in accordance with the rules and regulations of the ambulance billing industry. *The specialists of this department are the company's "insurance experts".*

#### Activities

- Receive and initiate phone calls from patients for updated information and questions on accounts and status of payments
- Receive and initiate phone calls from insurance carriers for claim status, denials and status of payment
- Submit claims to insurance carriers and bill patients to secure payment on outstanding balances
- Identify and submit appeals to insurance carriers for redetermination of claims
- Obtaining and updating patient information including, patient demographics, insurance information and the necessary assignment signatures and entering them into our billing software program
- Research bad address information through a variety of resources and systems
- Review and complete daily follow up on accounts using client based workflow and system generated reports
- Perform quality control assigned accounts by using reports generated by the system
- Perform quality control on the mail received and phone calls to ensure clients are being properly served in the handling of their accounts
- Determine which accounts will be written off and which accounts will be sent to a third party collection agency
- Maintain and update insurance billing information for the assurance team, and all departments within Cornerstone
- Responsible for communicating new insurance information and procedures discovered through your daily workflow functions
- Perform all necessary duties to successfully secure payment and close a claim
- Complete all additional duties as assigned
- Complete departmental related projects as needed
- Provide Manager with ideas and suggestions for system updates and procedural improvements

### Knowledge & Skill Requirements

#### Knowledge

- Understanding of insurance, Medicare and Medicaid billing procedures and general practices
- Ambulance billing guidelines and regulations
- Collection law and guidelines
- General computer knowledge
- Understands the flow of payment from different insurance carriers
- Math, grammar, and spelling proficient
- Knowledge of Microsoft Office Applications

#### Skills/Attributes

- Time management & prioritization skills
- Multitask & meet deadlines
- Positive attitude & resilience
- Customer service & persistence
- Good Communicator – both written and verbal
- Accuracy & detail oriented
- Problem Solver
- Organized
- Team Player
- Investigative Nature

Employees are expected to protect the privacy of all patient information in accordance with Cornerstone's privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a third-party billing agent. Failure to comply with Cornerstone's policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment.

Employees may access Protected Health Information (PHI) and other patient information only to the extent that is necessary to complete their job duties. PHI may only be shared with other employees who need to know specific patient information to complete their job responsibilities related to billing, payment or other company operations.

Employees are expected to report, without the threat of retaliation, any concerns regarding Cornerstone's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.

Employees are expected to actively participate in Cornerstone's privacy training and are required to communicate privacy policy information to coworkers, students, patients and others in accordance with Cornerstone's policy.

#### Disclaimer

The information provided in this description has been designed to indicate the general nature and level of work performed by employees within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.