

PINNACLE CBO Job Description Cash Receipts Analyst

Job Summary: The Cash Receipts Analyst verifies payments and adjustments follow specific contractual terms and researches over/under payments. The receipts analyst is also responsible for posting payments and adjustments in the patient accounting system, generating refund requests, and patient billing activities under the direction of the Director of Billing Operations. The Receipts Analyst may be assigned to perform essential duties in their manager's absence.

Job Relationships: The Receipts Analyst reports directly to the Director of Billing Operations and interacts with payors, patients, physicians, nursing staff and other facility personnel in all areas pertaining to his/her position.

Job Qualifications:

- ☑ Education – High school diploma or equivalent required.
- ☑ Work Experience – A minimum of one year payment posting experience required. Knowledge of medical terminology and computer literacy are required. Familiarity with payer contracts preferred.
- ☑ Skills – Basic office skills required; advanced office skills preferred. Strong communication skills. Excellent data entry skills. Attention to detail a must. Ability to identify trends in underpayments/overpayments. High level of mathematical/analytical aptitude.
- ☑ Physical Guidelines – Ability to extend wrists/arms for up to eight hours/day; sit for up to eight hours/day; and work at computer terminal for up to eight hours/day.

Core Duties:

- ☑ Reviews third-party payer payments and adjustments against facility specific contractual terms to ensure receipt of appropriate reimbursement.
- ☑ Posts payments and adjustments to patient accounts for assigned facilities from lockbox deposits, EFTs, facility over-the-counter collections and mail receipts.
- ☑ Ensures batch reports balance to lockbox, facility over-the-counter collections and facility mail receipts data prior to closing each batch and verifies items posted the previous day reconciles to deposit spreadsheet before beginning daily posting.
- ☑ Notes underpayment situations in patient accounting system and forwards related explanation of benefits (EOB) to Accounts Receivable Representative(s) for follow-up.
- ☑ Notes overpayment situations in patient accounting system and initiates resolution including contacting payor to reprocess claim, requesting the payor process a takeback or preparing refund request.
- ☑ Prepares refund request form for accounts overpaid by patients and payors and submits supporting documents for approval.
- ☑ Prepares adjustment forms and gathers supporting documentation for approval by AR Manager.
- ☑ Retrieves EFTs, EOBs, over-the-counter collection logs, and other reports from websites and facility server. Ensures this information is saved in its entirety to the CBO server for storage and retrieval by other team members
- ☑ Updates uncollected copay and deductible spreadsheets.
- ☑ Reports payments received from accounts in collections via the appropriate online client portal maintaining the debt.
- ☑ Reviews accounts to be turned over to collections for validity and writes off balances once negligence of debt has been justified.

- ☑ Posts & reviews EOM contractuals on a weekly basis.
- ☑ Responds immediately to email requests from Coding and AR departments to resolve billing errors on patient accounts.
- ☑ Posts refund checks to accounts after the check has cleared the bank account and posting packet has been prepared and distributed.
- ☑ Prints and reconciles credit balance reports.
- ☑ Handles patient inquiries regarding account balances with professionalism. Records summary of patient interactions in comments of patient accounting system.
- ☑ Ensures end of month transaction dates reflect the same period transactions are being posted to and corrects same when end of month close highlights inaccurate dates.
- ☑ Shares payment/adjustments trends with Cash Receipts Manager to assist in ongoing training of department personnel.
- ☑ Saves pertinent payment information including EOBs, check copies, OTC documents and receipts to shared drive.
- ☑ Ensures batch payment reports, documentation and EOBs are uploaded into document file system within 24 hours of posting and verifies all items are legible and accessible via the web portal.
- ☑ Proactively communicates with Director of Billing Operations throughout the month regarding patient accounting issues and workflow priorities. Maintains awareness that falling behind on workload and/or not routinely posting batches by dates rather than by ease of entry can result in process flow issues for other members of the CBO team.
- ☑ Observes CBO policies and procedures.
- ☑ Actively observes CBO standards of conduct and participates in compliance program.
- ☑ Attends CBO and departmental staff meetings.
- ☑ Maintains HIPAA patient confidentiality standards for medical and financial information.
- ☑ Performs all other duties as assigned.

Departmental Benchmarks:

- ☑ Posts payments and corresponding adjustments received from facility (over-the-counter and mail receipts) and lockbox within 48 hours of receipt.
- ☑ Reviews all billed charges on a weekly basis for proper contractual adjustments.
- ☑ Generates claims to secondary payers daily.
- ☑ Generates refund requests daily and submits a minimum of 5 refunds per week.
- ☑ Forwards copies of primary payer EOBs to Coding & Billing Department for electronic billing of secondary claims to Medicare & Medicaid daily.
- ☑ Prints and reconciles credit balance reports on a monthly basis.
- ☑ Posts between \$1 million and \$1.5 million in cash receipts per month. (Maintaining this benchmark may require individual to post in multiple facilities.)

CBO Benchmarks:

- ☑ A/R days less than or equal to 36 days (except endoscopy centers where A/R days should be less than or equal to 24 days).
- ☑ Collection percentage 95% or greater.
- ☑ Insurance aging over 121 days less than 8%.
- ☑ Credit Balance AR days: 2 days or less