

LOGAN UNIVERSITY

JOB POSTING

Logan University is comprised of the College of Chiropractic and the College of Health Sciences and blends the perfect balance of tradition with innovation. Established in 1935, Logan College of Chiropractic is one of the largest and most respected chiropractic colleges in North America. Through the College of Health Sciences, Logan offers master's degrees in sports science and rehabilitation, and nutrition and human performance that are accredited by the Higher Learning Commission of North Central. Other program offerings include undergraduate coursework including an Accelerated Science Program to help students complete their basic science coursework at an accelerated pace, offered in both online and on-campus formats, and two baccalaureate degrees- A Bachelor of Science degree in Human Biology and a Bachelor of Science degree in Life Science.

Logan's 112-acre wooded campus is located in Chesterfield, MO, a quiet residential suburb of St. Louis. Its low student-to-faculty ratio provides more personalized instruction, which is most conducive to effective learning. MSNBC has selected Logan's campus as an editor's pick of one of "America's Most Beautiful College Campuses." Logan offers an outstanding benefits package to eligible employees including free chiropractic care. Learn more about Logan University at www.logan.edu.

Interested candidates please send resume to: resumes@logan.edu

Job Title: Patient Accounts Associate (part-time, 20 hours/week)

REPORTS TO: Patient Services and Accounts Administrator; indirectly to Associate Dean of Clinic Compliance and Integrated Clinic Development

POSITIONS SUPERVISED: None

SUMMARY: The Patient Accounts Associate is responsible for insurance claims activities of Logan University's Chiropractic Health Centers. Key accountabilities include claims processing, communication regarding claims and/or patient accounts, and maintenance of appropriate records related to patient billing. An expectedly high level of interaction is required while maintaining a positive attitude and sensitivity when handling patient health care information. This position operates within and supports Logan's Mission, Vision and Values and this individual must be committed to continuous quality improvement and the Baldrige process.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Health insurance claims processing, including troubleshooting and claims follow-up as necessary to ensure consistently high level (>90%) of insurance claim collections.
2. Accurate posting of insurance payments and other forms of account activity in a timely manner.
3. Assist with insurance inquiries from patients, PSRs, clinicians and interns on an as-needed basis.
4. Limited cross-training in other key staff positions to facilitate absence coverage, when necessary.
5. Other duties as requested.

COMPETENCIES: To perform the job successfully, the Patient Accounts Associate should be able to collect and evaluate appropriate forms of data to identify and resolve insurance-based problems in a timely manner. Must strive to maintain current knowledge in claims processing and compliance. The position requires familiarity and moderate strengths in data entry and recordkeeping, often in multi-tasking situations. To perform the job successfully, an individual must have strong customer service and communications skills that allow him/her to manage difficult and/or emotional situations. Attention to detail is necessary, often while under pressure. Must be able to maintain confidentiality while communicating clearly in positive or negative situations.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Associates degree or equivalent from a two-year college or technical school and six months to one year related experience and/or training; or equivalent combination of education and experience. At least one year of health insurance billing experience is required; coding certification is preferred. Must have basic to intermediate math and intermediate language skills. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS: Basic keyboarding, 10-key, and knowledge of software function is required.

CERTIFICATES, LICENSES, REGISTRATIONS: None required.

OTHER QUALIFICATIONS: Ability to work overtime occasionally on evenings or weekends.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to type on the computer, handle paperwork, office tools, etc. Must frequently speak and hear to assist interns, patients and employees in face to face and telephone conversations. Must regularly sit to work on computer and do paperwork. Must occasionally stand, walk and reach up or down with hands and arms to access files. May need to lift or occasionally move office materials up to 10 pounds. Specific vision abilities required by the position include close vision for computer work and document reading.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment in this position is characteristic of a busy academic health center. The noise level in the work environment is usually moderate.

NOTE: The job description in no way states or implies that these are the only duties to be performed. The employee will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

An employee is expected to assist and provide coverage for coworkers during peak periods, vacation days or sick days at all locations, and to work with administration in the attainment of the College's missions goals.

