



Be inspired. Ignite change. Transform health care.

Health care business office representative

JOB DESCRIPTION

Regular Full-Time, 40 hours per week

Be a key player in the revenue cycle process at nThrive! As a health care business office representative you will resolve client accounts by negotiating payment plans with clients while meeting or exceeding performance and quality objectives. nThrive offers an exceptional training program and the opportunity for career growth.

Responsibilities

Through both inbound and outbound calls leveraging an auto-dialer, negotiate payment plans with clients by reviewing account history both through the nThrive database and, if additional information is required, the client's portal as well as payment portals to review prior payments

Meet or exceed performance objectives including account resolution goals and quality assurance

Maintain a 96% quality score through superior client service and accurate documentation of client encounters

Execute appropriate procedures for follow-up on third party approvals, billing, and collection of overdue accounts

Requirements

High school diploma or GED

At least one year of experience in a call center environment or similar role within the healthcare revenue cycle touching patient accounts

At least 6 months of experience working in a role with a high volume of either inbound or outbound calls

Experience in a role that requires accessing multiple databases simultaneously or managing multiple open screens to gather information to discuss with a client

Experience with client interactions that require live, accurate documentation of the encounter

Ability to meet performance objectives

Ability to navigate Internet Explorer and Microsoft Office

Experience communicating effectively with a client and simplifying complex information

Must be able to pass a pre-employment background and drug screen

Must be available to work second shift between the hours of 10 a.m. and 9 p.m. ET

Preferred

Bilingual (English and Spanish)

Experience with performance metrics and goals

Experience with dual monitoring systems

Experience with utilizing a dialer system

Experience in a performance based commission structure

Experience working in a role with a high volume of both inbound and outbound calls

From Patient-to-Payment,SM nThrive empowers health care for **every one in every community.**SM

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