

Medical Records Clerk

Job Description

Main Objective

Medical Records Clerks (MRC) request and follow up on client medical records and bills. Additionally, MRCs prepare demand packages and submit for review, and confirm billing balances for demands.

1. Provider Contact. Timely answer and return all provider calls.
2. Case Development. Timely follow up on all treatment statuses; timely request and follows up on all medical records and bills.
3. File Documentation. Immediately document all available data in the case file. If it's not in the file, it didn't happen.

Tasks

- Ensure all data entered in Salesforce is always accurate and up to date
- Send LOPs to approved providers
- Submit requests for medical records and bills (MRMB)
- Follow up on requests for MRMB
- Request/pay invoices for MRMB
- Review MRMB to ensure documents are correct/within date range(s) requested
- Sort faxes/email/mail and file into appropriate client files, document receipt in Salesforce
- Update info in Injury Tab for demand review
- Prepare demand packages and submit for review to attorney/negotiator
- Maintain department goal of 100 demands per week
- Maintain average Pre-Demand cycle time of 20 days or less