

## Patient Accounts Specialist (Full-Time)

Location: Muncie

### Why Join CIO?

Central Indiana Orthopedics has been proud to serve central Indiana for over 70 years. With offices in Muncie, Anderson, Marion and Fishers, CIO strives to be a trusted and preferred provider of orthopedic healthcare services for the communities we serve. Providing excellent orthopedic care while treating all people with dignity and respect is the core of who we are and what we do on a daily basis.

Employees enjoy a team environment with a focus on balancing their commitment to work life and home life. Additionally, eligible employees have access to excellent benefits which include:

- Consistent work schedules with no nights, weekends or major holidays
- Accrued paid time off
- Health, Dental and Vision insurance plans
- Company-provided life and long-term disability insurance
- A robust 401k retirement and profit sharing plan

### What You Will Do?

The Patient Account Specialist is responsible for analyzing delinquent patient accounts and resolving open insurance issues. Individuals in this role will receive reimbursement from insurance companies and ensure payments are posted to patient accounts accurately and efficiently. The individual in this position is responsible for receiving electronic and mailed payments from insurance companies. Individuals in this role review payments and ensure payments are accurately posted to the appropriate account in a timely manner. This individual is responsible for balancing payments on a daily basis, maintains records in accordance with accepted procedures, and assists in filing insurance forms and explanation of benefits forms.


- Explain clinic billing and payment procedures to patients, responding to patient requests regarding their accounts and assist with claim issues.
- File insurance claim forms and explanation of benefits statements for outstanding accounts.
- Interface with insurance providers to ensure all discounts or special rates are applied to the bill and information is accurate to ensure timely payment by the insurance company.
- Receive payments from insurance providers, posting and updating patients' accounts accurately and timely, maintaining required records, reports and files, and balance adjustments.
- Assist with coding and error resolution to ensure patient accounts are accurate.

### What You Will Need:

#### QUALIFICATIONS AND EDUCATION REQUIREMENTS

Minimum high school diploma or GED required. At least one year of previous patient account experience in a health care organization required. Additional applicable education may be substituted for one year patient service experience in a health care environment.



 [ciocenter.com](http://ciocenter.com)  
800-622-6575

Knowledge of patient account policies and clinic billing practices. Knowledge of coding and clinic operating policies. Excellent word processing and computer skills required. Excellent attention to detail and ability to examine documents for accuracy and completeness. Ability to prepare records and documents in accordance with detailed instructions and industry requirements. Experience and knowledge of NextGen electronic practice management and electronic health records system preferred. Ability to perform data entry/typing quickly and accurately required.

Interested in joining our team? Please visit our [Careers portal](#) and create an account to submit your resume and information. If you have any questions, please contact [hr@ciocenter.com](mailto:hr@ciocenter.com).