



Accounts Receivable Specialist

Job Description

The primary purpose of the accounts receivable specialist position is to successfully oversee clients' accounts, collect balances, and uphold a high level of insurance expertise. The outcome is to help provide the bigger picture of satisfied new DTS families who experience important quality-of-life changes as a result of their therapy journey with DTS.

Responsibilities

- Maintain a high level of care, grace, and professionalism when interacting with all inquiring DTS clients/families as well as DTS team members
- Ensure that all new clients/families have the best experience possible in all aspects of their therapy journey with DTS
- Educate parents on the cost of services with DTS.
- Answer and return incoming calls regarding billing questions in a caring and professional manner.
- Make calls to clients to discuss account balances or to potential clients to discuss bundle packages when necessary.
- Establish and maintain a high degree of awareness and knowledge of therapy services' workflows including evaluations, camp and holiday scheduling, groups, back-to-school screenings, and traditional therapy appointments.
- Help maximize provider's schedules by recognizing when clients can add additional services at little or no extra cost.
- Comply with the policies and procedures of DTS.
- Perform clerical work such as filing, copying, and faxing.
- Participate in any task that is in line with the mission of DTS.
- Check multiple electronic verification systems to verify current health insurance coverage. This may include calling insurance companies to inquire about coverage.
- Maintain a high level of insurance knowledge and capability to explain this to others.

Requirements and skills

- Proven work experience in billing, accounts receivable, or as an insurance coordinator.
- Strong ability to start and foster relationships.
- Result-oriented
- Knowledge of insurance benefits (preferred, not required)
- (Minimum) A high school diploma required
- Strong affinity for customer service
- Working knowledge of office management and filing systems
- Excellent organizational and time-management skills
- Possesses the ability to adjust to a busy work environment

- Enjoy working with families and children
- Positive outlook

Competencies

- Customer service skills
- Interpersonal skills
- Confidentiality
- Google Suite
- Punctuality
- Raintree EMR (not required)
- HIPAA