

## Job Description

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<b>Job Title:</b>	Accounts Receivable Coordinator
<b>Department:</b>	Campus Wellness
<b>Reports To:</b>	Finance Coordinator
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	September 2018

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### **Primary Purpose**

The Campus Wellness Administration team serves the University of Waterloo community by supporting Health Services and Counselling Services with effective, efficient, collaborative, client-focused administrative service. The Accounts Receivable Coordinator is accountable to the Finance Coordinator. The Accounts Receivable Coordinator is responsible for comprehensive OHIP and non-OHIP billing and accounts reconciliation for Health Services. This position is a member of the Campus Wellness Operations team.

### **Key Accountabilities**

#### **OHIP, Non-OHIP and Direct Billing**

- This position is responsible for processing and submitting all OHIP and Non-OHIP billing for Health Services. This includes but is not exclusive to billing for all health care visits via: Ontario Health Insurance Plan, and corresponding plans for most other Canadian provinces, Non-OHIP covered visits covered by 12 additional insurance carriers (e.g. University Health Insurance Plan, the Cultural Bureau of the Royal Embassy of Saudi Arabia, the Libyan Scholarship Insurance etc.),
- Directly invoicing clients for services not covered by insurance.
- Invoicing clients and each insurance carrier requires different completion of forms and billing procedures, adhering to differing and strict timelines. All transactions are processed and submitted accurately, adhering to requirements for relevant regulatory bodies (e.g. Ministry of Health, Ontario Medical Association).

#### **High Volume / High Accuracy Billing within strict time constraints**

- Responsible for all billings generated by up to 30 caregivers, which includes contract and department clinicians, lab visits, psychiatrists and nurse practitioners.
- Process billing transactions in timely (daily), focused and consistently accurate manner; all insurance carriers require billings to be submitted within strict time-frames.
- Yearly billings total in excess of \$2,000,000.00.
- Reconcile billings resulting from more than 54,000 annual visits to Health Services.
- Process varying quantities of billing on daily basis; volume fluctuates depending on time of year; average monthly billing totals over \$170,000.00.

#### **Collaboration with Clinicians and Staff**

- Build and maintain effective working relationships with clinicians and staff.
- Collaborate on daily basis with Accounting Assistant to process incoming University Health Insurance cheques (average of 2,000 monthly).
- Collaborate on daily basis with Accounting Assistant regarding clients' accounts, presenting a clear and consistent message.

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- Consult with clinicians directly as needed to verify billing accuracy.
- Collaborate closely with Finance Coordinator to convey billing practice changes to clinicians as required for clinic optimization and Ministry accuracy.
- Assist Finance Coordinator with audit trails as needed (e.g. physicians, Financial Services).

### **Reconciliation**

- Reconcile payments for each of at least 30 caregivers (includes contract and department clinicians, lab visits, psychiatrists and nurse practitioners). Receive and process over 2,000 cheques per month.
- Document and reconcile payments for all visits to Health Services (average of 4,500 visits per month).
- Confirm daily activity by comparing physician Practice Analysis reports to receipts (could be up to 350 visits/day)
- Manage, review and correct all OHIP and Non-OHIP errors and refusals for resubmission.
- Assist with maintenance of individual ledger for each Physician's third party receivables; reconcile with electronic records system.
- Complete reconciliation and report balancing throughout each month in preparation for month end payments.
- On a daily basis, track invoicing and withhold marks and transcripts on Quest if not paid in a timely manner.

### **Student-focused Customer Service**

- Function as primary back-up for Accounting Assistant at the Cashier Desk (breaks, vacation, illness, etc.) handling payments and inquiries.
- Professionally troubleshooting accounts with the client, advising and educating on coverage provisions. Escalation of specific situations to the Operations Manager or the Medical Director may be necessary.
- Keep detailed and concise information notes in the electronic medical records system regarding any changes in payment status, insurance or internal CW decisions regarding accounts.

### **Restricted Drug Forms**

- Maintain and process all incoming requests from students for approval for medications not covered by StudentCare; higher volumes at beginnings of terms.
- Ensure submitted information meets criteria, is complete and accurate, including previous medications, Drug Identification Numbers (DIN#) etc. in preparation for review by Medical Director, including research with pharmacy and within specific medication databases.
- Following approval, contact Sun Life Insurance to relay approved coverage so medication can be added to students' benefits.
- Track and record all approved Restricted Drug Forms on spreadsheet, providing reporting to Clinic, StudentCare, FEDS and GSA.

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*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### Required Qualifications

#### **Education**

- Medical Administration diploma (with medical terminology course), health care clinic assistance diploma or equivalent education and experience required.

#### **Experience**

- At least three years' recent experience in a health care facility, preferably post-secondary setting. Recent electronic payment, cash handling and reconciliation experience required.

#### **Knowledge/Skills/Abilities**

- Exceptional client customer service approach.
- Extensive knowledge of the Student Supplementary Insurance Plan as well as all of the carriers' insurance plans (includes familiarity with submission forms, plan coverage and fee schedules).
- Understanding of billing and diagnostic codes and their inter-relationship in order to ensure billing accuracy and follow-up.
- Experience with an electronic medical record system, relevant financial/billing modules (currently using Clinic Information System – CIS).
- Excellent interpersonal and communication skills – professional communication and collaboration with clinical and administrative staff; exceptional focus and attention to detail in fast-paced and varied environment.
- Ability to work independently as well as in a team setting.
- Able to navigate and use Sharepoint, scanner, labeler.
- Microsoft Office Suite – intermediate knowledge.
- Working knowledge of Quest in order to verify insurance, withhold marks or transcripts for overdue or write off invoices.
- MS Word – working knowledge
- Excel – working knowledge

### Nature and Scope

- **Contacts:** Internal: Collaborates closely with Accounts Receivable Coordinator, receptionists, physicians, psychiatrists, nurses, nurse practitioners, direct supervisor (Finance Coordinator), Operations Manager and Medical Director. Frequent contact with other Campus Wellness staff and Health Services clients. External: UW Financial Services, University Health Insurance Plan (UHIP), StudentCare (SSHIP), Sun Life and other insurance providers, pharmacies and other medical staff (hospital, clinic, labs).
- **Level of Responsibility:** Responsible for areas outlined above.

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- **Decision-Making Authority:** This position has final decision-making authority within the scope of the position, applying explicit guidelines and procedures; must be able to work independently with minimal direction.
  - **Physical and Sensory Demands:** Possibility for multiple interruptions and competing priorities on daily basis. Involves focusing at workstation for the majority of work time.
  - **Working Environment:** Normal to high stress and pressure associated with this level of position. There are multiple tight deadlines beyond one's control and frequent interruptions; volume varies at different times of year. Located indoors in comfortable, fast-paced office environment populated by clinical, administrative staff, as well as clients. At times, hours of operation include from 8:00 a.m. to 8:00 p.m. Position requires flexibility to occasionally shift working hours to include evenings.