

Title: Customer Service Representative

Department: Margin

Location: Coppell, TX

Job Summary:

This position will be responsible for taking inbound calls from patients and addressing/resolving any questions or issues they may have concerning their billing statement of a health care nature. You will also be responsible to make outbound calls to patients to collect on past due patient account balances. The position requires the ability to professionally handle any patient concerns and collect past due balances while maintaining and providing excellent customer service, maintain appropriate levels of confidentiality regarding calls, aware of HIPAA laws while leaving voice mail messages, and the ability to work in a culturally diverse atmosphere.

Key Responsibilities

- Receive inbound calls from patients and work to resolution any concerns or issues they may have with their bill
- Task accounts to appropriate department that need specialized handling and follows up within 24-48 hours that requested action has been completed
- Calls and communicates with patients to collect outstanding balances or past-due payments
- Maintains accurate and complete records concerning any activity on all accounts
- Documents account activity in appropriate systems
- Supplies supervisor/manager with current account status upon request
- Communicates problems and concerns with supervisor/manager which may lead to inaccurate or untimely completion of reimbursement processing
- Pursues past due payment arrangements
- Sets up acceptable payment agreements
- Other duties as assigned

Qualification

Required

- Scheduling flexibility
- Excellent customer service and communication skills
- Moderate computer proficiency including working knowledge of Microsoft Office Tools
- Minimum 1-year customer service/collection experience
- Ability to prioritize, multi task
- Problem solving skills, good judgment, attention to detail, and follow-through are a must
- Able to work with little or no supervision

Preferred

- Flexible scheduling
- Customer service experience in a health care call center environment
- Health care collections
- High School diploma required

IKS Health offers a comprehensive benefits package including medical, dental, vision, life insurance, long-term and short-term disability, AD&D, etc. For additional information please reach out to **Hema Mehta** at **Hema.Mehta@ikshealth.com**