

# Healthy Babies, Happy Moms

**Title:** Accounts Receivable & Finance Associate

**Reports To:** Director of Finance and Human Resources

**Effort:** Non-Exempt, In Person Full Time Position, 9:00am-5:00pm; Mon-Fri

**Posted:** January 2024

**Start Date:** January 2024

## **Position Overview:**

Healthy Babies, Happy Moms (HBHM) Inc. is looking for an Accounts Receivable/Finance professional to help ensure our revenues and cash flow are optimized. The associate will enter our business transactions in Quickbooks so that reports are kept up to date and accurate and revenue is collected in a timely manner. HBHM employees function as a team, and there is a considerable amount of intersection between roles. The candidate will be comfortable working collaboratively with the Operations Associates and Claims Processor. This individual will also be cross-trained on other office functions and will provide coverage to our operations team members, as needed.

## **Principal Duties and Responsibilities:**

- Run daily credit card charges for self-pay transactions, monthly rentals, and refunds
- Allocate credit card transactions with data from appropriate portals
- Daily banking allocations - review deposits and debits and match transactions to appropriate invoices in Quickbooks
- Collaborate with Operations Associates and Claims Processor
- Properly record transactions in Quickbooks and Salesforce
- Record receipts for product upgrades and sales payments
- Reporting monthly for MT Medicaid and WIC program (and others, as needed)
- Develop professional relationships with Insurance Providers for timely follow up on open claims
- Weekly review of accounts receivable with appropriate follow up with Insurance Providers on past due, pending, denied, or incorrectly paid claims
- Manage report of denied, pending or incorrect claims and share with Claims Processor
- Determine with Finance Manager and Administrator which claims should be sent to Collections or deemed write-offs and perform all applicable follow up
- Collect payment from patients when it's determined balance is patient's responsibility
- Order pumps and other DME products on an ongoing basis
- Identify areas of inefficiency and recommend process improvements
- Help create reports in Salesforce and Quickbooks
- Upload daily bills and invoices into Hubdoc and Quickbooks
- Responsible for knowing and acting in accordance with HBHM's Code of Conduct

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- Provide on-going updates to finance manager on status of receivables
- Respond to routine requests for information in a timely manner following guidelines
- Willingly learn new skills, procedures, protocols as they are introduced; attend training and master new software programs
- Maintain work area in a neat and orderly fashion, as required by RIDOH
- Demonstrate flexibility to perform duties wherever volume deems it necessary
- Liaise seamlessly with counterpart and maintain positive channels of communication
- Other duties as assigned

## **Secondary Duties and Responsibilities:**

- Provide office coverage when Operations Associate is on vacation, out sick, or deemed necessary by the business
- Welcome all visitors to the office with helpfulness and professionalism
- Answer the telephone and take appropriate next steps
- Complete new patient registration, verify insurance and schedule nursing visits using appropriate software
- Transmit messages to the appropriate staff member
- Manage office Google calendar in tandem with Athena schedule
- Assist claims staff as needed
- Assist with inventory and shipping as needed
- Open and close the office each day if Operations Associate is unavailable

## **Supervision Received:**

The Accounts Receivable/Accounting Associate will report to and be evaluated by the Director of Finance and Human Resources.

## **Qualifications & Skills:**

### REQUIRED:

- Proof of covid, flu and mmr vaccinations
- Bachelor's degree, preferably in Health Care Policy, Accounting or Business Administration
- Experience as an administrative professional (either internship or permanent)
- Basic understanding of accounting and cash flow principals
- Knowledge and comfort working with databases and online portals
- Skilled in greeting patients and answering telephones with strong customer service focus
- Knowledge of grammar, spelling and punctuation

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- Knowledge of medical office procedures, terminology and medical insurance policies, procedures and requirements
- Skilled in operating a variety of office equipment such as copier, facsimile machine, computer and telephone
- Ability to speak clearly and concisely
- Ability to read, understand and follow oral and written instructions given in English
- Ability to establish and maintain effective working relationships with customers (patients, physician staff, coworkers, supervisor, etc.)
- Demonstrated ability to prioritize multiple tasks during high volume of medical office
- Proficiency in both Microsoft Office and Google Suite applications
- Ability to communicate effectively with counterpart to share essential information
- Flexibility and adaptability

## PREFERRED:

- Medical office experience
- Insurance or any accounts receivable experience
- Quickbooks online experience
- Athena software experience
- Salesforce experience