

BILLCARE REP

Hours: This position can be part-time or full-time.

Pay Scale: Starting hourly rate is \$14.00/hour

Your Responsibilities

- Send claims each day
- Post payments and ERA each day
- Using the Ticketing Module, track denied claims and reprocess them until paid
- Monitor the Collections Module and respond as needed to unpaid claims, researching them and reprocessing them until paid or written off.
- Assign collections related tasks (as needed) to BillCare Associate
- Contact customer bi-monthly to review billables, payments, ticketing and any other issues or questions
- As needed, provide training to customer to improve their experience on Procentive AND to speed up claims processing and payment cycle
- Other duties as assigned -- which may include research, administrative work, or other

Minimum Technical or Professional Qualifications Required

- Must be proficient on computers
- Need ability to interact with customers

Further Opportunity for Growth beyond this Position

- Help Desk Assistant - Responds to tickets from all Procentive customers, especially those tickets that are related to the billing process
- Training- For BillCare reps that become fully comfortable with the billing process, they can also become trainers. In a webinar setting they may train new or existing customers on the billing process in Procentive