



Job Title: Patient Advocate Specialist	Reports to: Billing Manager
Department: Billing Department	FLSA Status: Non-Exempt
Revision Date: June 2020	

COVID Vaccine Required

Position Summary

We are a dynamic, quickly-growing company based in Bellaire, TX. We provide medical billing services to numerous healthcare facilities in an effort to allow the physicians and nursing staff to focus on providing quality care to their patients. We are looking for motivated, driven, individuals who excel at customer relations and have in-and-out of network benefits knowledge.

The Patient Advocate is responsible for taking inbound patient phone calls for payments, complaints, and questions. Patient Advocates will coordinate payment arrangements, address concerns, and explain EOBs to the patient. Patient Advocates will also review accounts to provide itemized billing ledgers and medical records upon request.

Responsibilities and Duties:

- Provides explanation of in and out of network benefits
- Provides excellent customer service to de-escalate irate patients
- Reviews payment posting and explanation of payments
- Reviews accounts thoroughly to ensure the patient was billed properly
- Sets up payment plans for patients
- Researches returned mail with bad addresses via online and paper sources
- Provides excellent customer service
- Performs other tasks as assigned by the Patient Advocate Manager

Education:

High School Diploma (or GED or High School Equivalence Certificate)

Post-Secondary Certificate - awarded for training completed after high school (for example, Medical Billing and Coding)

The employee is expected to adhere to all company policies and procedures while employed at Tyvan, LLC. The above statements reflect an accurate representation of the position, but other duties may be assigned; and job descriptions may be changed at any time.

Employee Signature _____