



Your Life. Our Mission.

New England Life Flight, Inc Personnel Policies

I. POSITION: Assistant Manager - Patient Financial Services

II. PRIMARY PURPOSE

Under the direction of the Manager of Patient Financial Services, performs and oversees third party billing duties in support of the department. Professional attitude, good judgment, and high ethical standards are required. Additional tasks or duties may be assigned as determined by management.

III. ESSENTIAL DUTIES

- A. Supervises day to day PFS operations and activities and assists in the training and development of PFS staff.
- B. Performs annual evaluations of PFS staff.
- C. Participates in most aspects of Patient Financial Services including:
 - a. Demographic patient registration/insurance eligibility
 - b. Reviews ICD-10 coding and charge entry
 - c. Claims production
 - d. Payment and follow-up
 - e. Appeals
 - f. Payment posting (including contractual allowances and secondary payer charges)
 - g. Prepares refunds for PFS Manager's review
 - h. Collections
 - i. Electronic data submissions
- D. Collaborates with other departments to support joint functions (e.g. – HIPAA letters)
- E. Assists HIPAA trading partners with demographic and paperwork inquiries (e.g. – ground ambulance providers; receiving hospitals)
- F. Works with patients and insurers to negotiate remission plans
- G. Handles coordination of elective fixed wing requests with insurers
- H. Assists PFS Manager with month end closing, management reports, and special projects
- I. Assist in establishing new PFS policies and procedures

IV. POTENTIAL DUTIES

- A. Unrestricted travel
- B. Assigned administrative duties

V. MINIMUM QUALIFICATIONS

- A. 10 years' medical billing/receivables experience
- B. 5 years' management/supervisory experience
- C. Strong working knowledge of third party billing computer systems
- D. Proficiency in Microsoft Office (Word, Excel, Outlook)
- E. The ability to maintain a high level of confidentiality
- F. Strong interpersonal and communication skills
- G. Must be able to speak, read, write and comprehend the English language without restriction
- H. Must be able to maintain peer accountability, be an effective problem solver and maintain professional demeanor and team player attitude at all times



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VI. NOTES

An FBI background check will be performed prior to employment.

How to Apply:

Please visit our career center by clicking [here](#) to submit an application and résumé.

Or mail to:

Human Resource Manager
Boston MedFlight
150 Hanscom Drive
Bedford, MA 01730

For More Information

Please visit our website to get more information about current job opportunities and our program.

www.bostonmedflight.org/careers

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