



**We seek a Patient Financial Services Representative to join our team.**

Our patients walk through the doors with great expectations... and hope. It will be your job to help us deliver it.

We seek a quality-focused patient financial services representative to assist our patients with their medical financial account.

**Core Job Functions:**

- Prepare estimates for our patients regarding surgeries, injections and other treatments
- Arrange payment plans for and with our patients
- Customer service - answer and initiate phone calls, assist patients with financial account inquiries and issue resolution
- Educate our patients regarding their statements, accounts, and applicable insurance plans
- Negotiate payments, collect required deposits
- Troubleshoot and problem solve accounts

**Our ideal candidate has:**

- Minimum 2 years patient financial accounts/medical billing experience in a medical office or facility
- Ability to read, interpret and explain EOBs
- Knowledge of medical terminology, medical billing and codes (CPT, ICD 9&10)
- Basic understanding of health insurance plans, policies and procedures
- Excellent verbal and phone communication skills
- Excellent customer service skills
- Intermediate knowledge of MS Office Software, including Excel and Word
- Ability to identify problems and recommend solutions
- Great attention to detail and organization
- Ability to pass background check
- Preference is given for NextGen® or comparable EMR experience

**To Apply:** Please visit <http://www.hopeorthopedics.com/careers> for our application and information on how to submit.

*Hope Orthopedics is an Equal Opportunity Employer*

Hope Orthopedics of Oregon | 1600 State Street, Salem, OR 97301 | [hopeorthopedics.com](http://hopeorthopedics.com)