



Where Expertise and Compassion Meet

WE SEEK AN EXPERIENCED PATIENT ACCOUNTS SPECIALIST TO JOIN OUR TEAM

Hope Orthopedics of Oregon seeks an experienced, quality-focused Patient Accounts Specialist skilled in superior customer service to assist our patients with their medical financial accounts. This position is full-time, Monday-Friday, 8am – 5pm.

Responsibilities include:

- 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; and
- Troubleshoot and problem-solve accounts.

Our ideal candidate has:

- Minimum 2 years patient financial account/medical billing experience in a medical office or facility;
- Ability to read, interpret and explain EOBs;
- Knowledge of medical terminology, medical billing and code (CPT-4 and ICD-10CM);
- Basic understand of health insurance plans, policies and procedures;
- Excellent verbal and phone communication skills;
- Superior customer service skills with the ability to express compassion and empathy;
- Flexible team player;
- Strong written and verbal communication skills (including telephone etiquette); and
- Ability to pass background check.

Preference given for:

- Bilingual in Spanish
- Prior NextGen® experience or comparable EMR experience

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

Hope Orthopedics is an Equal Opportunity Employer

Hope Orthopedics of Oregon | 1600 State Street, Salem, OR 97301 | hopeorthopedics.com