



Job Title: Payment Posting Specialist

Reports to: Billing Manager

Pay: To determine our range, we consider as many of the following data points as are available to us: external market salary survey data, internal data in terms of comparable roles and our budget for the position. What we have posted is our good faith estimate of what we expect to pay: \$17-\$19 an hour.

Summary: In this position, you are responsible for posting payments for several clients that have been received from insurance carriers, patients and other various payment sources. You will also need to be able to identify refunds and issue them to both insurance carriers and patients. At the end of each month, you will be responsible for ensuring all of the payments that were received were posted accurately and each day is balanced.

Based at: GLMI Billing Office – with remote capability

Our Values:

As a member of the team at GLMI it is expected that you embody the Great Lakes Way in your daily actions here.

Personalize the Experience

- Greet with eye contact and share a smile.
- Create a tone of friendliness and warmth in conversations with patients, peers, and associates.
- Respectfully interact with patients, peers, and associates at their pace and level.
- Take time to listen to and understand others.
- Demonstrate patience and compassion when interacting with patients, peers, and associates.
- Act on opportunities to go above and beyond.

Own it, Do it

- Do what you say you will do.
- Anticipate and prevent potential problems.
- Be responsible and efficient with Great Lakes resources (time, scheduling, property, equipment, etc.).
- Follow up on inquiries promptly and accurately.
- Take personal responsibility for your work area and the quality of your work.
- Communicate clearly, respectfully, and in a timely manner.

Perform as One Team

- Speak positively about Great Lakes, team members, and patients.
- Demonstrate respect and attentiveness to team members when communicating.
- Recognize and share successes of the Great Lakes Way in action.
- Proactively offer to help others.
- Be flexible and embrace changes with a positive attitude.
- Contribute to a fun, energetic, and positive work environment.
- Practice blameless problem solving, assuming the positive intentions of others.

Strive for Excellence



- Share information, knowledge, and expertise.
- Be relentless about acting on opportunities to learn and improve.
- Ask for, accept, and use feedback.
- Look for and act on opportunities for continuous improvement.

Duties and Responsibilities include the following:

- Manually posting payments that are received in the lockbox
- Posting copays that were made at the time of service
- Processing and posting credit card payments
- Electrically posting payments from 835 files
- Reviewing various websites when necessary to find insurance EOB's
- Balancing daily posting figures
- Balancing at month end for each client
- Answering patient phone calls for over the phone payments
- Prioritizing your workload
- Understanding and meeting monthly goals set by management
- Adhering to Policy and Procedures set companywide and interdepartmentally
- Other duties as assigned by management

Necessary Skills:

- Knowledge of Excel
- Ability to operate a computer and basic office equipment
- Skill in answering a telephone in a pleasant and helpful manner
- Ability to read, understand and follow oral and written instructions
- Ability to establish and maintain effective working relationships with patients and employees
- Must be well organized and detail oriented. Must be able to multi-task

Physical and Mental Requirements:

- May be asked to lift up to 25 pounds
- Standing, walking, sitting, keyboard use for long periods of time
- Ability to listen and communicate with patients face to face or over the phone
- Will be required to read, write, work in a fast-paced office setting
- Ability to make decisions and think quickly
- Must have mental and physical capabilities to perform all tasks listed above



Qualifications: High school diploma or GED.